

Job Description

1. Post Title – MSH Van Driver

Responsible to	Logistic Manager
Responsible for	Distribution volunteer team.
Salary Band / Grade	£8.21 per hour.
Full Time	37.5 hr per week.

Background

Mary Stevens Hospice provides a broad range of End of Life Care services across Stourport and the West Midlands. Our care is delivered in our 10 bed In-Patient Unit, Day Hospice services. The Hospice has an outstanding local reputation and is committed to ensuring that the patients and families we provide comfort and care for each year continue to receive an exceptional level of support towards the end of their lives as well as helping to influence and enhance best practice in End of Life Care with other providers.

2. Main purpose & scope

The Warehouse van driver is responsible for the distribution of stock from the warehouse to our shops, and collections and deliveries to customer/donor homes. The role requires the moving and handling of inconsistent loads and weights at all times.

The prime purpose is to ensure that stock is delivered correctly to our shops, and that all deliveries and collection to our customers/donors, are undertaken with a professional attitude, upholding the reputation of Mary Stevens Hospice.

A key element will be to a flexible approach, and the ability to work on your own initiative; working five days over Monday to Saturday.

Another crucial aspect is good communication skills and a logical approach to planning.

3. Key accountabilities and areas of responsibility

Responsibilities will include but will not be restricted to:

- To travel to all shops, as required delivering excellent customer service.
- Working closely with the Shop Managers to complete effective collections and delivery of stock in the area.
- Move items in the shop at the request of the manager or assistant manager.
- Complete the daily van log and be responsible for all Health & Safety aspects of the van.

- Undertake profitable collection/deliveries of stock to customers/donors.
- Move and handle all stock with care and attention to minimise the risk of damage to the item, persons or premises.
- To ensure MSH Trading is represented in a professional and courteous manner.
- All data to be managed in accordance with Data Protection Act (GDPR)
- To be an ambassador for Mary Stevens Hospice.
- Responsible for GDPR within department.

4. Key Contacts

- The Hospice staff.
- Board of Trustees.
- Head of Trading Operations.
- RCC staff.
- Shop managers & volunteers
- Area Manager

Person Specification

5. Skills, Knowledge & Experience

- A full driving licence, held for over two years.
- Over the age of 25 for insurance purposes.
- Ability to work flexibly, with a 'can do' and positive approach.
- Able to communicate at all levels.
- To be an ambassador for Mary Stevens Hospice.
- Able to keep accurate records.
- Physically fit, and able to lift difficult and heavy items.
- To work on your own initiative and plan your day logistically.
- To gain an understanding of the retail business in order to be effective in delivery of stock.
- Able to communicate effectively at all times.

IMPORTANT ADDITIONAL INFORMATION

The line manager will discuss all elements of the job description with the postholder on an annual basis during appraisal, recognising that some elements may be developed.