Wirral Hospice St John's

**Job Profile**

| **Job Information** | |
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| **Job Title** | Retail Support Driver |
| **Hospice Pay Band** | Band 2 |
| **Location** | All across the Wirral to support business needs |
| **Contract** | Permanent, subject to successful probation |
| **Hours** | 15 hours per week across Mon to Sun,<br>extra hours may be available to support business needs |

| **Job Summary** |
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| To support retail fundraising operations by collecting furniture and other stock donations, transferring stock between charity shops, and delivering sold furniture items to customers. The role will involve being in a van support role on the large furniture van and driving another van on rota'd days. |

**Key Responsibilities**

**General responsibilities:**

As directed by the Deputy Head of Retail (Furniture & Logistics) or the Head of Retail

- Be in a support role on the large van to help collect furniture from homes
- Drive a hospice van and collect bags and boxes of donations from the public
- Drive a hospice van to transfer stock between charity shops
- Deal with the public in a highly professional way at all times

**Compliance:**

- Ensure compliance with Health and Safety and Fire requirements and internal policies as determined by Board of Directors
- Immediately flag up issues with Deputy Head of Retail, Head of Retail or Income Generation & Marketing Director as required

**Other:**

- Undertake conscientiously such other tasks and responsibilities as maybe required and reasonable in the circumstances at the time
- Undergo such training and instruction as may be required to competently carry out the needs of the job
- Attend and participate in such meetings as may be reasonably required
- In relation to work, ensure:
  - Instructions/requests are correctly interpreted
  - Work is effectively prioritised
  - Work is completed in accordance with procedures
  - Overall quality of work is maintained when meeting specific/unexpected deadlines

**IMPORTANT ADDITIONAL INFORMATION**

**Driving Licence/Use of Own Vehicle:**

As driving forms part of your duties it is an express condition of your employment with the Hospice that:-

i) You have your own vehicle and use it to undertake your duties; and
ii) You hold and continue to hold a valid driving licence of the relevant class at all times.

It is your responsibility to ensure that your own vehicle is properly insured to cover your duties, covered by a valid MOT certificate and has a valid road tax at all times. You must provide a copy of the insurance certificate to the facilities team.

You must produce your licence for inspection upon request and ensure that you take all necessary steps to continue to hold the licence.

If you lose your licence for any reason you must notify your manager immediately. If you lose your driving licence and are unable to make alternative arrangements to fulfil your duties which are satisfactory to the Hospice your continued employment may be at risk.

The Hospice will reimburse you in respect of fuel costs for business miles at the Hospice's business mileage rate. This is paid in line with Wirral Hospice St John's Employee Benefits Policy.

**Organisational Philosophy of Care, Purpose and Values**
Wirral Hospice St John's aims to offer care and support for patients and their families living with a life limiting illness based around what is important to them. It endeavours to meet the holistic needs of our patients – physical, psychological, social and spiritual needs and support their loved ones and carers without discrimination.

Wirral Hospice St John's **CARES**

So that we can deliver on our Philosophy of Care and Purpose the Hospice has developed the following Values which we uphold in all that we do.

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| **Compassionate:** | To care for and support patients, families, colleagues and the wider community with compassion and understanding |
| **Accountable:** | To be accountable for our own actions and decisions, and to hold each other to account |
| **Respectful:** | To treat others with respect throughout all interactions, acknowledging and considering differing opinions. |
| **Equitable:** | To act in an equitable manner for all, ensuring that individual needs are considered and supported |
| **Sustainable**: | To manage our resources efficiently, optimising use and value, whilst minimising waste |

**Safeguarding**
Wirral Hospice St John's has a responsibility to ensure that all children/young people and adults are adequately safeguarded and protected and that "Safeguarding is Everyone's Business". As a consequence, all staff are required to adhere to national and local safeguarding policies/procedures and to act upon any concerns in accordance with them.

**Equality and Diversity**
Wirral Hospice St John's has given its full commitment to the adoption and promotion of the key principles of equality and diversity of equal opportunities contained within current legislation and the Wirral Hospice St John's Equality Policy.

**Health and Safety**
It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their line manager. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their manager.

**Confidentiality**
In the course of your duties you will have access to confidential material about patients, members of staff or other hospice business. On no account must information relating to identifiable patients be divulged to anyone other than those authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and or/treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given.

**General Data Protection Regulations (GDPR)**
Wirral Hospice St John's is required to process personal data relating to its employees, including 'special categories of personal data', as defined in the General Data Protection Regulations 2018 (the 'Act')

All such data will be processed in accordance with the provisions of the Act and the relevant hospice's policies. For the purposes of the Act, the term 'processing' includes the initial collection of personal data, the holding and use of such data, as well as access and disclosure, through to final destruction.

**Other**
This job description is intended to provide an outline of the duties and responsibilities of this post, it is not exhaustive and may be modified and developed periodically following discussions between the post holder and the relevant line manager.

**PERSON SPECIFICATION**

**Job Title:** Retail Support Driver
**Hospice Pay Band:** Band 2
**Reports To:** Deputy Head of Retail (Furniture & Logistics)
**Accountable To:** Head of Retail & Income Generation & Marketing Director
**Responsible To:** Chief Executive Officer

| | **Essential** | **Desirable** | **Evidence** |
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| **QUALIFICATIONS** | • GSCEs Maths/English or equivalent<br>• Hold a full, clean UK driving licence<br>• Use of own car | • Educated to A Level standard | Application Form |
| **EXPERIENCE & ATTAINMENTS** | • Physically able to carry heavy furniture, boxes and bags of donated items (for which training will be given)<br>• Ability to work well alone and as part of a team | • Experience of working in retail<br>• Understanding of Gift Aid in a retail setting<br>• Understanding compliance requirements of GDPR, ICO, Fundraising Regulator and other charity and legislative bodies | Application Form / Interview |
| **SKILLS & ATTRIBUTES** | • Excellent communicator at all levels<br>• Able to work on own initiative<br>• Confident<br>• Reliable<br>• Accurate<br>• Team player | | Application Form / Interview |

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| **KNOWLEDGE & UNDERSTANDING** | • Understanding of Health & Safety responsibilities<br>• Knowledge of Wirral & surrounding area | • Computer literate, use of internet<br>• Exposure to working for a charity / hospice | Application Form / Interview |
| **OTHER REQUIREMENTS** | • Enthusiastic<br>• Enquiring mind<br>• “Can do” attitude<br>• Flexible approach to working hours<br>• Belief in hospice philosophy | | Application Form / Interview |