



JOB DESCRIPTION	
Job Title:	Retail Bank Driver
Hours of Work:	Bank
Base:	Retail Hub
Department:	Retail
Accountable To:	Retail Manager
Responsible For:	Upkeep of van
Job Purpose:	To provide an effective driving and maintenance service working 5 over 7 days a week for the retail operations. Covering the collection and delivery of furniture, working within the Donation Centre and any other such retail requirements as and when needed. Be mindful of supporting the Sales Lead in maximising sales.
Organisational Summary	<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p>
Main Duties & Responsibilities:	
Key Duties and responsibilities	
<p>Driving</p> <ol style="list-style-type: none"> 1. To drive Hospice vehicles as directed for collections/deliveries in relation to Hospice business and operations, some examples are given below: <ul style="list-style-type: none"> - Collection and delivery of furniture - Maintain the daily upkeep of the vehicles, tyre pressure, oil etc. - Report any damage or accidents in accordance with Hospice policies - Banking for Retail Dept. 	

- To deal with the public on behalf of the Hospice following Hospice policy guidelines

2. Assist with other Retail driving duties as and when required.

Maintenance

- 1 Undertake maintenance tasks for the Hospice retail premises.
- 2 Check on a daily basis the requirements needed in regards of maintenance via the Retail Operations Manager and re-prioritise work tasks accordingly.
- 3 Painting and decorating of designated areas of the Hospice retail premises. On occasions undertakes any appropriate minor structural alterations.
- 4 Carries out minor electrical work which does not require to be undertaken by a qualified electrician e.g. replacing of plugs and damaged socket fronts, and inspecting damaged cables in line with the training /qualifications learnt, PAT testing.
- 5 Maintain the general upkeep and tidiness of the grounds, including dustbin and car parking areas.
- 6 Keep stored, organized and tidy in accordance with Health and Safety measures, all maintenance stores e.g. power tools, bulbs, batteries, cables etc.
- 7 Assist with Retail maintenance duties as and when required.

Donation Centre

1. Support the activities within the donation centre as appropriate, this includes assisting the public by answering questions and giving assistance. Moving furniture and other saleable items, sorting of clothes. Assisting contractors where required.
2. Covering the retail outlets as and when needed.
3. Share ideas and initiatives to maximise sales and identify new revenue streams.

General

- 1 Respect confidentiality applying to all Hospice areas.
- 2 Maintain an awareness of all relevant legislation and Hospice policies/procedures and act in accordance with them.
- 3 Maintain awareness of personal responsibilities as defined by the Health & Safety at Work Act 1974, thus maintaining a safe working environment.
- 4 Through the appraisal system and in conjunction with your line manager identify personal and professional development needs. Participate in suitable training courses and mandatory training within the Hospice as identified and required.
- 5 Carry out any other duties deemed appropriate to the post by the Hospice Management.

Other Responsibilities

1. To undertake any other duties, commensurate with the role as required by the Hospice.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
6. The post holder is to ensure data protection is maintained at all times.
7. The post holder will be flexible in terms of working hours in order to meet service needs.
8. The post holder will support the Hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

This job description is not an exhaustive list but it shows many of the aspects to this role.

PERSON SPECIFICATION

Knowledge and educational achievements:

- GCSEs grade C or above in Maths and English, or equivalent
- Relevant retail qualification e.g. customer service (desirable)

Assessment method – application form and interview

Experience and work achievements:

- Good experience within retail
- Charity retail experience
- Merchandising experience
- Experience of supervising a team

Assessment method – application form and interview

Skills and abilities:

- Good written and verbal communication skills
- Good organisational and time management skills
- Excellent customer service skills
- Ability to constructively deal with demanding customers
- Computer literate
- Able to work within a team
- Able to use own initiative
- Able to give constructive feedback to volunteers and staff
- Knowledge of charity retail legislation (desirable)
- Knowledge of relevant health and safety legislation (desirable)

Assessment method – application form and interview

Personal attributes:

- Honest and trustworthy
- Flexible in terms of duties, working hours, five days out of seven, weekend working and location

Assessment method – application form and interview

Our Values and Behaviours:	
<p>Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i></p> <ul style="list-style-type: none"> ● We set high standards for ourselves and the services we provide. ● We seek every opportunity to learn: from our successes and our mistakes. ● We take a flexible and creative approach when seeking opportunities and solutions. <p>Collaboration: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i></p> <ul style="list-style-type: none"> ● We value diversity in its broadest sense and take meaningful action to create an inclusive environment. ● We seek out and nurture partnerships so we can achieve more together. ● We are welcoming and friendly. <p>Compassion: <i>We are caring and treat everyone with kindness and respect.</i></p> <ul style="list-style-type: none"> ● We show empathy and consideration towards others. ● We are genuinely caring and respectful in our interactions with others. ● We are generous with our time and attention, and value the people around us. <p>Integrity: <i>We are honest, communicate clearly and openly, and take responsibility.</i></p> <ul style="list-style-type: none"> ● We are open and honest with ourselves and others. ● We are trustworthy and reliable and deliver on our promises. ● We are professional and take our responsibilities seriously. 	<p>Assessment method – application form and interview</p>