

JOB DESCRIPTION



Job title: Driver and Sales Assistant

Department: Retail

Responsible to: Furniture Store Manager

Grade: SG1

Job Purpose

To provide a reliable and professional furniture 'collection & delivery' service for St. Michael's Hospice Furniture Store whilst preparing, loading, unloading and operating retail vehicles.

Main Duties and Responsibilities

Responsibilities

- To work 'hands on' alongside volunteers and other staff.
- Support the Furniture Store Manager to ensure collections and deliveries are carried out in a timely and professional manner.
- Accept add-on deliveries required to meet business needs.
- Provide backup for warehouse functions and the Donation Centre when needed.
- Inform the Furniture Store Manager or Retail Business Manager of any difficulties or damage pertaining to vehicles.
- Demonstrate the highest standard of customer service whilst undertaking deliveries and collections.
- Drive vehicle in accordance to the UK Highway code and with respect for other road users.
- Support the Furniture Store Manager to ensure the smooth running of the Furniture Store to include assisting customers in store

Maintenance

- To undertake daily vehicle checks to ensure vehicles are in roadworthy condition.
- Maintain cleanliness of vehicle cab (keep free from debris inside and outside)
- Ensure all loads are stable and secure.
- To have a strong awareness of Health & Safety procedures and to follow same.

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- Operate vehicle and tail lift using care and with attention to Health & Safety guidelines.
- Ensure vehicle fuel levels are maintained.

Administration

- Keep accurate paperwork and documentation regarding all vehicle checks in conjunction with Furniture Store Manager or Retail Business Manager.
- Report any accidents or incidents and submit relevant paperwork.
- File daily job sheets in accordance with company guidelines.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

Reviewed by:	Colin Tanner, Retail Business Manager	Date:	July 2024
Signed by employee:		Date:	