



Alice House Hospice

*Serving the communities of
Hartlepool & East Durham*

JOB BRIEF – VOLUNTEER VAN DRIVER ASSISTANT

1.0 Job Purpose

Working closely with the Shop/vehicle Manager to ensure that collections and deliveries are managed effectively to enable income to be maximised within the retail operation.

2.0 Key Tasks

- To assist in the safe collection and delivery of donated items including furniture to ensure that shops can be appropriately stocked with goods.
- To assist in the safe and appropriate display of donated furniture in all shops to maximise sales.
- To ensure a healthy and safe working environment, reporting any training requirements, including those for volunteers to the Retail Manager Hartlepool
- To maintain profile by ensuring that customer care is effective at all times.
- To ensure, in all circumstances, that you represent the Hospice in a positive light.

To undertake all duties in accordance with the law, the Hospice philosophy, and Hospice policies on equality of opportunity, and collective responsibility.

The above tasks are indicative of the work to be carried out and will change from time to time in consultation with the post holder and in line with service need.

4.0 Person Specification

- Good interpersonal skills
- Ability to communicate effectively
- Good understanding of Health and safety issues
- Willingness to work flexibly
- Awareness of good customer care
- Understanding on equality and diversity and how it applied to this role.