

JOB DESCRIPTION

VAN DRIVERS MATE

Purpose

Provide a collection and delivery service that supports the flow of donations in and out of the retail and resource centres ensuring levels of replenishment and final customer deliver that benefit all areas of the operation. Help in other areas if required

Key Responsibilities

1. Organise the collection a delivery
2. Arrange delivery of donations once sold
3. Participate in the driving of the van (Not compulsory)
4. Ensure collections and deliveries are completed
5. Support the clearance of waste
6. Provide good customer service
7. Ensure a safe and secure environment
8. Maintain a high compliance of Health and safety

Activity

COLLECTION OF DONATIONS

Discuss and agree time table of collection using completed collection sheets ensuring donators are informed of planned collection. Minimising cost, contact customer to communicate collection plan. Ensure the donator understands that items must be fit for purpose, fit for sale clean no spoilage and meet fire regulations with the appropriate fire label. Only unassembled items that you are confident to do. A void large flat pack items

DELEVERY OF SOLD ITEMS

Agree time and dates of deliveries in line with completed delivery notes ensuring best practice in cost control. Contact the customer to ensure they are aware of delivery and ETA.

DRIVING THE VAN

Make sure the van is fit for purpose during driving time, replenishing Fuel, Oil and water. Carry out general inspection on light`s each day. Drive with in the speed limits and road conditions

COMPLETING DELIVERIES AND COLLECTIONS

Load van to maximise space ensuring it does not damage the donation, on both collection and delivery. Make sure product is secure. Ensure product is moved using adequate resources available ensure all collections and deliveries have the correct components and are secured to the donations where appropriate; donations that do not have a fire label should be politely declined if it's a product that requires one

WASTE CLEARANCE

Load and take waste items to the local waste sites when required

CUSTOMER SERVICE

In any delivery/ collection operation customer service is vital and with a clean orderly and safe environment goes a long way to delivering a satisfactory experience for the customer resulting in repeat donations and increased sales. Because 80% of the experience is in personal interaction, things to do include being polite, helpful and respectful of customer requests and respecting their homes. Being prepared to go that extra mile offering a smile, never saying I don't know is instead of I'll find out. Ensure you contribute to a good working relationship with your co-volunteers working in harmony.

SAFE AND SECURE ENVIRONMENT

Keeping the van interior clean and tidy is important. No smoking in van. Ensure passengers comply with driving legislation. Check general van complies with road worthiness regularly, report any malfunctions, and report any incidents or accident immediately

HEALTH AND SAFETY

Regular sweeping and Hoovering , ANY hazards you find should be corrected as soon as possible real or perceived, if you cannot correct then inform the most senior Volunteer. Clean as you go should be your motto. Accident should be recorded in correct manner (including near misses). When at work always consider the safety of others. Only use approved cleaning materials and read instruction before use. Minimum PPE Gloves, protective footwear

Personal Attributes

Some physicality to lift and move product

Whilst not essential would be preferred

Team player, Flexible working hours, good time keeping ethic, organised, methodical, strong work ethic, reliable and trust worthy with a willingness to take on other responsibilities Varying levels of numeracy, literacy and reasonable communicative skills