

Retail Driver/Sales Assistant

Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave, (no that's not a spelling mistake you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and as such we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Retail Department Vision

We are all about high quality, pre-loved and sustainable retail. Our aim is to maximise income from all our retail activities to raise funds for North Devon Hospice by spotting and exploiting trends and being creative, innovative and agile in our approach to how we work.

It is important to us that all our colleagues:-

- Act as ambassadors for the Hospice
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
- Show deep motivation to make a real difference to our patients and their families
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Contribute to the performance and objectives of the team / service, in a positive way
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

To succeed in this role you will have:-

- A full, clean driving licence and experience of driving a 3.5t vehicle for business
- A good standard of numeracy and literacy and IT skills
- Experience of working within a customer care environment
- The ability to follow procedures
- The capability to work alone and as part of a team
- Tactfulness, kindness and be diplomatic
- Motivation and be capable of using initiative
- Flexibility on days worked in the week and open to additional shifts where available

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- General good health and physical fitness - must be able to lift heavy loads daily

In this role you will be responsible for:-

- Ensuring a daily first class distribution and collection service to our donors, shops, customers, warehouse, recycling and waste partners.
- Ensuring the whole team achieves targets by maximising sales and minimising costs.
- Discussing Gift Aid with the whole team and with our donors and customers.
- Keeping accurate records regarding collections, deliveries, condition of vehicles, incidents and accidents.
- Maintaining the van to a high standard, ensuring daily, weekly and monthly checks are carried out.
- Driving our vehicles with a safe and responsible manner at all times and in accordance with the 1988 Road Traffic Safety Act.
- Completing all training and reporting requirements on a regular basis as including GDPR and Gift Aid.
- Ensuring an excellent level of customer experience and service is maintained at all times
- Maintaining high standards of house-keeping, organisation, cleanliness and Health and Safety at all times in all locations including the Furniture, Furniture Warehouse and Vans.
- Following all processes and procedures including those for cash handling, security and opening and closing up of the location.
- Ensuring that all saleable items received are processed and put out for sale in a professional and attractive manner thus maximising sales potential.
- Processing, pricing and displaying all goods within the shop using the pricing policies and procedures.
- Maximising the potential of the location by ensuring an ongoing supply of good re-saleable stock by establishing good relationships with donors.
- Ensuring all electrical items are suitable for sale through PAT and Microwave testing before reaching the shop floor. Ensuring all items on the shop floor are suitable for sale and fulfil legal requirements ie fire safety
- Working closely with our Volunteers, demonstrating best working practice and valuing their contribution at all times.
- Working in our Warehouse following all process and procedures for sorting our donations.
- Ensuring all locations are not overloaded with stock, recycling and rubbish, providing a service to ensure all stock is moved appropriately to one of our approved recycling or rubbish partners.
- Moving lots of furniture and heavy loads on a daily basis
- Ensuring the positive, proactive health, safety and welfare of your team members and ensuring this is always at the forefront of your actions
- Maintaining the premises in accordance with Health and Safety requirements, taking responsibility for the running and security of the shop in the absence of the Manager.
- Reporting any complaints to the Barnstaple Furniture Shop Manager or Distribution & Logistics Manager
- Always acting as an Ambassador for North Devon Hospice, consistently promoting a cheerful, caring and kind working environment.

Your competency framework is:-

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help him / her to do things better, more efficiently and improve services

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Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do his / her job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition we will ask you to:-

- Promote diversity and inclusion in all that you do.
- Complete statutory training in accordance with hospice requirements.
- Participate in personal development and review processes.
- Adhere to all organisational policies and procedures.
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work.

The small print:-

- This job description may be reviewed in consultation with you and in light of any changing service requirements.
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time.

May 2023