

Volunteer Van Driver's Assistant

Supervised by: Logistics Supervisor

Managed by: Distribution Centre Manager

Volunteering Hours: 8am-12pm, 12pm-4pm or 8am-4pm (Mon – Sat)

Role summary

The role is to assist Prospect's van drivers in un/loading vehicles and delivering orders to shops. In addition, the assistant is to support the collection of donated goods, and waste materials from the shops for transport back to the Distribution Centre / other shops. The role will also involve collecting and delivering goods to customer's houses, which may involve heavy lifting.

Role responsibilities

- Assist with the safe un/loading of vehicles
- Deliver shop orders and support the shop managers in all aspects of goods transportation
- Collect donated goods, stock transfers and waste for transport back to the Distribution Centre / shops
- Assist with Furniture "View & Collect" assessments at general public's private property for transportation to shops / Distribution Centre (heavy lifting required).
- Ensure all paperwork is compliant (i.e. adherence to GDPR & customer's personal data) and relevant processes / procedures are followed
- Deliver excellent customer service to all internal / external stakeholders and customers every time
- Promote Gift Aid sales / collecting donor numbers at every available opportunity
- Attend a debrief after shift and to report any problems to the Logistics Supervisor
- Ad-hoc duties in / around the Centre as required
- Assist with leaflet distribution for volunteer recruitment if required

Personal responsibilities

- Puts safety first. Complies with manual handling and Health & Safety requirements to ensure own safety, and that of colleagues / general public at all times
- Delivers excellent customer service every time
- Displays a highly professional and caring attitude
- Maintains Prospect's confidentiality policy at all times
- Informs the Logistics Supervisor of unavailability for scheduled duties, giving at least 24 hrs notice
- Helps keep the van and Centre areas clean, neat and tidy
- Attends meetings/in-house training sessions as required
- Acts as an ambassador for Prospect Hospice

Volunteer Driver Assistants:

- Must successfully complete relevant initial and on going training / assessments within required timescales and be assessed as competent
- Will be reimbursed for all reasonable out-of-pocket costs incurred traveling between home/work and the Hospice upon completion of the appropriate claim form

Health & Safety at Work Act: It is the responsibility of all volunteers to ensure that the requirements of the Health & Safety at Work Act are complied with; safe working practices are adhered to and that hazards are observed and reported to the appropriate member of staff.

Skills, Competencies & Experience

Criteria	Skills, Competencies & Experience
Presentation/impact	Friendly, Respectful & Polite – first impressions count! Tactful when dealing with members of public Good ambassador for Prospect
Experience	Team Worker
Knowledge & skills	Good communication & interpersonal skills Knowledge of Hospice catchment area, including Swindon, Marlborough, Pewsey and outlying villages
Special aptitude	Ability to take direction & instructions from staff Displays genuine care for others Enjoys physical challenges & able to lift heavy items without compromising own or other’s safety Respectful of customer’s residential homes Uses initiative
Disposition	Confidential, trustworthy & exhibits high integrity Reliable Flexible & adaptable – open to ad-hoc emergency rota cover Enthusiastic & energetic Displays empathy when required Can-do attitude Calm under pressure

(This role description will be reviewed periodically and may be amended according to the changing requirements of the Retail function).