

## Volunteer Van Driver

<b>Supervised by:</b>	Logistics Supervisor
<b>Managed by:</b>	Distribution Centre Manager
<b>Volunteering Hours:</b>	Ideally 8am-4pm, with two daily shift patterns of: 8am-12pm & 12pm-4pm (Mon – Sat)

### Role summary

The role is to drive a van ensuring compliance with all relevant safety / fleet procedures. The role will encompass the un/loading vehicles and delivering orders to shops. In addition, the van driver will enable 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, and therefore requires an energetic, physically fit and respectful person.

### Role responsibilities

- Safe un/loading of vehicles
- Delivers shop orders and supports the shop managers in all aspects of goods transportation
- Collects donated goods, stock transfers and waste for transport back to the Distribution Centre / shops
- Conducts Furniture "View & Collect" assessments at general public's private property for transportation to shops / Distribution Centre (heavy lifting required). This may occasionally involve declining unsuitable or unsaleable items, therefore a tactful approach is required.
- Ensure all paperwork is compliant (i.e. adherence to GDPR & customer's personal data) and relevant processes / procedures are followed in line with fleet safety
- Deliver excellent customer service to all internal / external stakeholders and customers every time
- Promote Gift Aid sales / collecting donor numbers at every available opportunity
- Refuel the van when necessary, using Prospect Account
- Attend a debrief after shift and to report any problems to the Logistics Supervisor
- Ad-hoc duties in / around the Centre as required
- To report any accidents / incidents to the person in charge immediately.
- 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 and drives with due care and attention at all times.

**Volunteer Drivers:**

- Prospect Hospice requires evidence of your full, clean UK Driving Licence to be produced for checking before you undertake volunteer driving duties, and 6 monthly thereafter
- Must successfully complete relevant initial and ongoing training within required timescales and be assessed as confident and competent for driving and volunteering.
- Will be reimbursed for all reasonable out-of-pocket costs incurred travelling 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
<b>Presentation/impact</b>	Friendly, Respectful & Polite – first impressions count! Good communication & interpersonal skills Tactful when dealing with members of public Knowledge of charitable sector and good ambassador for Prospect
<b>Experience</b>	Team Worker Excellent driving skills - experienced in either professional commercial capacity or personal use
<b>Knowledge &amp; skills</b>	Knowledge of Gift Aid process & requirements Knowledge of GDPR / Data Protection requirements Knowledge of Hospice catchment area, including Swindon, Marlborough, Pewsey & outlying villages Good knowledge of and adherence to Highway Code
<b>Special aptitude</b>	Ability to take direction & instructions from staff (i.e. maps, Sat Nav, Driver’s Mate) 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 Has an eye for detail
<b>Disposition</b>	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

<b>Circumstances</b>	Full, clean UK driving licence Basic vehicle maintenance / knowledge (oil, water, tyre pressure)
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(This role description will be reviewed periodically and may be amended according to the changing requirements of the Retail function).