



## Job Description – **Collection & Delivery Driver**

Salary	£16,844 per annum (£8.75 per hour)
Hours	37 hours a week. Tuesday to Saturday.
Contract	Initially 6 month fixed term contract
Based	HFS stores in Hastings and Bexhill

### **Responsibilities and duties**

#### *Specific:*

- Work alongside HFS staff and volunteers to provide deliveries, collections, removals and clearances; providing safe and competent manual handling of furniture and electrical goods.
- Supervise, support and encourage volunteers and placements assisting on the van.
- Communicate politely with HFS customers and donors, explaining and help to resolve any problems with their donation or delivery.
- Drive HFS vans (3.5 ton long wheel-base vans) safely, complying with all road safety and traffic regulations and using the most efficient and effective routes to meet HFS commitments.
- Ensure loads are checked and secured within the van.
- Maintain up-to-date documentation of collections, deliveries and work undertaken.
- Assess tasks such as collections, removals and clearances to provide information to the staff members that estimate these jobs.
- Unload and arrange donated items in display areas and maintain tidy, presentable showroom for HFS customers.
- Ensure items stored in the warehouse are safely stacked and arranged so as to enable stock to be kept in good condition, found and reused as soon as possible.
- Help the team maintain cleanliness, safety and security of all areas of HFS property.
- Provide a good example of working practices, including safe lifting and professional communication, to the rest of the team, particularly our volunteers & work experience placements.
- Take responsibility for any cash collected on delivery.
- Monitor and assist with maintenance of vehicles e.g. fuel, oil, air pressure and water.
- Help to cover staff holidays or sickness at either Hastings and Bexhill HFS stores
- Assist in all areas of HFS operation including the store and workshop.

#### *General:*

- Provide a good standard of customer service to the public.
- Play a full part in the team by:
  - providing support, assistance and cover for other members of staff
  - participating in the development of the organisation as appropriate
  - working with others in the team to devise improvements to HFS policies and procedures
  - ensuring that HFS resources are used in as effective and efficient a way as possible

- taking ownership of and responsibility for the implementation and enforcement of management decisions
- Take reasonable steps to protect the health and safety of yourself and those working with you.
- Comply with health and safety policy and guidelines, and make colleagues aware of any potential threats to health and safety.
- Ensure at all times that the HFS Equal opportunities policy is applied to every aspect of our work through the behaviour, communication and attitude displayed towards service users, volunteers and the wider community.
- At all times honour the confidentiality of colleagues and customers, complying with the requirements of the Data Protection Act.
- Carry out all other duties reasonably required to ensure HFS fulfils its objectives.

### **Person Specification**

#### **Qualifications & Education**

- Full clean driving license holder for over 12 months and over 25 years old (for insurance cover)
- Good standard of literacy and numeracy

#### **Experience & Abilities**

- Capable of leading, supervising and supporting small groups of volunteers / trainees
- Experience of driving large vehicles, including parking and turning manoeuvres
- Able to relate to, motivate and work alongside volunteers as part of a team, but also give them support, supervision and leadership within the team
- Good attitude towards customer service, communicating well with the general public in person and on the phone
- Polite, friendly and efficient manner; professional and competent approach to work
- Experience and physical capability for extensive Manual Handling heavy/bulky items of furniture and appliances
- Willing to undertake training and development if required
- Willing to work additional hours when needed; additional hours are paid at the standard hourly rate

#### **Knowledge & Understanding**

- Knowledge of basic vehicle maintenance
- Understanding of the social issues that affect HFS clients and volunteers
- Knowledge of Health & Safety issues and ability to apply policies to day-to-day work
- Understanding of and sympathy with the ethos of HFS