

SARA LEE TRADING COMPANY



JOB DESCRIPTION

JOB TITLE:	Bank / Part-Time Van Driver
REPORTS TO:	Retail Coordinator
ACCOUNTABLE TO:	Chief Executive
SALARY:	£9.00per hour
LOCATION:	Based at the Trust Donation Centre, Wainwright Road, Bexhill
HOURS:	Subject to agreement

OVERALL PURPOSE

The role of Van Driver is critical to the effective and efficient working of our charity retail operation, its development and growth; growth that underpins our core ambition of providing more therapy capacity to meet the needs of local people affected by cancer and other life threatening illness who are not currently able to access our care.

As an integrated part of the retail team, the Van Driver is responsible for:

- delivering exceptional levels of customer care to internal and external contacts
- acting as an Ambassador of The Sara Lee Trust at all times
- ensuring the delivery / collection and distribution systems run smoothly and professionally
- maintaining Trust vehicles in accordance with all requirements and best practice

KEY RESPONSIBILITIES

Income generation

- Responsible for the collection and delivery of stock between shops within agreed timescales as agreed with the Retail Coordinator
- To undertake collections/deliveries of donated stock/furniture to/from customers as required
- To maintain security of stock during transportation
- Ensure careful handling of stock to minimise losses
- Assist retail team by signing up new donors to gift aid and capturing repeat donors when collecting furniture
- Support the team through effective waste management including working with all team members to develop waste minimisation measures
- Contribute to the development and delivery of retail and logistics improvements and enhancements

Customer Service

- To act as a representative between The Sara Lee Trust and our customers in the timely collection and delivery of stock including furniture
- With the Retail Coordinator, develop and maintain positive links within the local and wider community to increase and enhance donation flow
- Drive, park and manage the van with consideration and respect for the general public
- Promote public understanding of the work of the Sara Lee Trust and the importance of raising funds through the shops, highlighting the difference it makes

People & Development

- Lead the support, training and development of the van team as directed by the Retail Coordinator
- When requested by the Retail Coordinator attend and participate at area meetings and cascade information to Van Driver Assistant where applicable
- Work collaboratively with all shops managers and other team members to enable a team based approach to larger scale activities such as house clearances and sales initiatives
- Develop good working relationships with shop management teams and with the general public ensuring that all donors are thanked and feel valued for their contribution;
- Actively support good communication practices within your work and promote and maintain good teamwork

Administration

- Adherence to Trust policies and procedures
- Ensure completion and compliance for all admin processes, reports and paperwork relating to Health and Safety, vehicle checks, fuel purchases, logistics and effective online diary management, customer / donor data protection and Gift Aid
- Use email, Google Calendar, Google Maps to plan effective routes and work schedules taking into account the efficient use of fuel
- Ensure all vehicle servicing, repairs and MOT are carried out as and when required and in consultation with Retail Coordinator

Other:

Fundraising and Event support

Support fundraising activities through movement of equipment and stock as required and provision of general support

Training and Development

To:

- Participate in the training of paid and voluntary assistant van drivers;
- Attend mandatory health and safety and other training as required;
- Demonstrate continuous professional development as part of Sara Lee Trust's ethos as a learning organisation
- Keep up to date on issues and developments relevant to all aspects of the role
- Undertake training and development as identified through the individual performance review process

Health & Safety

To:

- Maintain a constant awareness of health, welfare and safety issues affecting self, colleagues and customers reporting any potential risks, accidents, incidents or near misses in line with organisational policies and procedures;
- Participate in providing a safe environment across all retail sites that protects all staff, volunteers and the public
- Abide by all Sara Lee Trading Health and Safety Policies and Procedures;
- Be aware of and comply with the Fire Regulations within the warehouse and shops

Other Responsibilities

To:

- Adhere to organisational policies and procedures at all times;
- Take all reasonable steps to promote a working environment which is free from discrimination;
- Comply with the organisational policy on confidentiality, and the Data Protection Act 1998 as amended relating to information held manually or on computerised systems,
- Act as a key holder for the Donation Centre

Health & Safety

- Comply with all Trust Policies and Procedures
- Participate in providing a safe environment across all retail sites that protects all staff, volunteers and the public

Working with The Sara Lee Trust

The Sara Lee Trust is a registered charity. It relies on the local community for a major proportion of its income through fundraising, principally undertaken by volunteers. For this reason, it is expected that all members of staff will endeavour to support the fundraising activities of the Trust, taking appropriate opportunities to explain the way the SLT operates. We want to encourage staff, when possible, to attend, in a voluntary capacity, at least two fundraising activities a year.

Summary and review of job description

This job description is intended as summary guide outlining the general areas of activity in which the post holder will be expected to participate. It is not meant to be a comprehensive list of responsibilities. It may be reviewed and amended according to changing needs of the Trust. Changes will be undertaken in accordance with guiding Trust policies.

Equal Opportunities

The aim of the Trust’s policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, colour, creed, sex, disability, marital status, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its service are treated and supported according to their needs.

Post holder’s Name:

Post holder’s Signature:

Date.....

CEO Name:

CEO Signature:

Date.....