

# North East Lincs Women's Aid

**JOB TITLE:** Furniture Collection & Delivery Driver

**BASED:** Furniture Shop, Hainton House, Hainton Square, Grimsby DN32 9AQ

**RESPONSIBLE TO:** Supervisor & Retail Manager

**DAYS:** Monday – Friday

**HOURS:** 37.5 per week - 8.30am – 4.30pm

**PAY:** £12.33ph

We are looking for someone to join our team, who is professional in their approach to customer service, physically fit, strong, friendly, passionate and keen to develop and support the vision of North East Lincolnshire Women's Aid.

## **JOB DESCRIPTION**

- Driving the van and making daily collections and deliveries of furniture (with another driver). Working from delivery/pick up sheets to ensure they are carried out on time as per the information given by the customer.
- To ensure the effective co-ordination of acceptance of furniture including the management of pickup and delivery sheets (including checking that incoming items match pick up sheets).
- To ensure items that are collected and dropped off are loaded and restrained correctly to prevent damage to persons and property. This involves lifting and carrying of heavy and awkwardly shaped items, not only to and from the vehicle but also in people's homes where access is sometimes limited. This will include carrying bulky or heavy items upstairs or disassembling and reassembling some items of furniture.
- To oversee the management and maintenance of the furniture shop van ensuring the appropriate management of the load it is carrying whilst also making sure that it is not overloaded.
- To support the refuge / services with van/car driving.
- Under the guidance of the Supervisor, ensure the effective co-ordination of the Warehouse by taking responsibility for the day to day working and management of this area.
- To oversee the cleanliness and appearance of the warehouse regularly, as agreed with management.
- To oversee donations and stock within the warehouse; ensuring they are safely stored and that any necessary repairs/cleaning are undertaken daily and as per the warehouse procedure.
- To undertake regular stock counts and ensure management/stock rotation from the warehouse to the shop floor.
- To support the retail staff team with other duties during holiday, sickness, emergency cover etc. This will include becoming a key holder during these periods for example opening/closing of Hainton premises.
- To work closely with the retail supervisor and manager in ensuring volunteers working in the warehouse and in the van, are supported and directed.
- To discuss any problems, issues or concerns with the retail supervisor/manager.
- To ensure the confidentiality of Women's Aid and its clients while adhering to Women's Aid policies and procedures.
- To ensure the safe storage of any personal information given (in line with the General Data Protection regulation 2018 and Data Protection) while on the van or out in the community.

- To positively promote Gift Aid during delivery/pick up and ensure full compliance to the General Data Protection Regulation 2018 also Data Protection legislation and Women's Aid policies.
- Liaise with the Retail Manager to identify and implement maintenance where necessary.
- To ensure a full compliance to Health & Safety issues.
- To support the Retail Manager in the marketing and promotion of the furniture shop.
- The post holder must be flexible to ensure the operational needs of the shop and the customers are met. This may include undertaking duties of a similar nature and responsibility as and when required.
- To provide feedback to the management when requested.
- To attend meetings and training as and when required.

*Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.*

The candidate must be over 25 years of age and have a clean driving licence

The post will be subject to references and a DBS check

## PERSON SPECIFICATION

<b>DRIVER / WAREHOUSE ASSISTANT</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>PREVIOUS EXPERIENCE OF</b>		
* Van driving	*	
* Retail / Warehouse Work		*
* Experience in handling furniture and large items		*
* Health & safety and risk assessments		*
* DIY and maintenance of furniture		*
* Supporting staff/volunteers		*
<b>KNOWLEDGE OF</b>		
* Local area	*	
* First Aid		*
* Health and Safety and Risk Assessments		*
<b>SKILLS</b>		
* Ability to plan, prioritise and evaluate services and workload		*
* Ability to work as a team member and an individual	*	
* Ability to use initiative and work calmly under pressure	*	
* The ability to motivate other members of staff / volunteers	*	
* Numeracy and literacy competence	*	
* Effective organisational skills	*	
<b>GENERAL</b>		
* To be physically fit and able to lift heavy and large items	*	
* To foster a tolerant, supportive & empathic approach to customers and volunteers	*	
* Commitment to accountability	*	
* To ensure a positive image of the organisation through personal behaviour and appearance	*	
* Demonstrate a flexible approach to the demands of the role	*	
* To demonstrate a high level of motivation	*	
* Demonstrate a commitment to Equal Opportunities	*	