



ellenor.^x
hospice care in your home or ours

Job Description

Van Driver

ellenor.org



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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Van Driver

Department: Retail

Contract Terms: Permanent, 37.5 Hours per week, 8.30 am to 4.30 pm Monday to Sunday

Salary: £24,232 per annum

Location: Warehouse, Gravesend

Responsible To: Head of Retail

Accountable To: Director of Operations

Manages: N/A

About

Us: **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Main Duties and Responsibilities:

The Delivery driver will be responsible for the day-to-day moving of stock in and around the retail shops under their remit. This role involves effective management of time.

Internal Key relationships

- Retail Shop managers
- Distribution Team
- Ecommerce team
- Retail volunteers

External Key relationships

- Cash Register Supply Co - CRS
- Acopia

Duties and Responsibilities:

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

This role covers a number of functions:

- Stock transportation
- White Goods Delivery services for vulnerable people
- Collection of donated goods and furniture from local community

Operational Responsibilities:

- Collaborate with the Head of Retail to manage the stock rotation in and around the shops in the area.
- To use the correct equipment when on furniture collections
- Follow all health and safety guidelines

Service Delivery:

- Manage the deliveries in accordance with the planned schedule

Governance:

- Ensure all governance and compliance are followed across all sites regularly.
- To lead as an ambassador for health and safety across all sites and check safety standards.



Main Duties and Responsibilities:

Health and Safety

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

General:

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for ellenor in order to raise the profile of the organisation at a local, regional and national level, as required,
- To maintain up to date mandatory and essential to role training
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,



Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- Educated to A Level or equivalent (Desirable)

Experience:

- Delivery Driver in a previous role
- Full UK Driving Licence held

Knowledge, Skills and Attributes:

- Excellent customer service skills
- Good organisation and planning skills with the ability to manage and prioritise workloads
- Good written and verbal communication skills with attention to detail
- Good problem solving and decision making skills

Personal Characteristics and Qualities:

- Positive, self-motivated and committed to achieving results
- Flexibility and adaptability to change
- Resilient and able to work in a fast paced and evolving environment

