



JOB DESCRIPTION

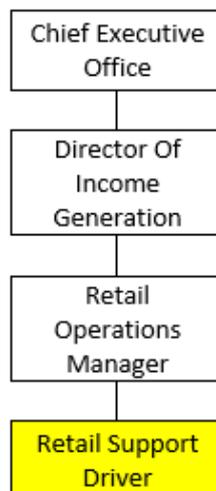
SECTION IDENTIFICATION

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| Job Title: | Retail Support Driver - Flexible |
| Responsible to: | Retail Operations Manager |
| Hours: | Flexible |
| Contract Type: | Bank |
| Team: | Retail |

SECTION 1 - JOB SUMMARY

Retail Support Driver will be responsible for collecting from, and delivering to, Nottinghamshire Hospice's shops across the region. This will predominantly be donated stock, but could include a range of different goods. Predominantly working alone, this role interacts with all the shop teams and is a vital part of making retail successful.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of people practice.
- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Retail team.
- To carry out deliveries and collections from all Nottinghamshire Hospice shops in the region.
- To liaise with retail teams and organise any moving of stock and equipment as and when necessary.
- To liaise with the Shop Support Manager to ensure collection routes are planned effectively, to service the needs of the shops, maximise efficiency and to be cost effective.
- To ensure the van is fit to drive by performing regular checks, and informing the Shop Support Manager of any issues.
- To ensure an exceptionally high level of positive communication is promoted and maintained when dealing with shop teams.
- To ensure all stored goods are safely stored in line with Health and Safety procedures both on the van, and in the delivery location.
- To collect and deliver equipment and other supplies to and from Hospice retail events.
- To promote the high standards of professionalism of the Hospice by ensuring that the uniform provided is smart and well kept.
- To ensure undertaking the role meets Health and Safety regulations that protect all people from harm, whilst performing duties for the Hospice.
- To liaise with head office and outside supporters when required to do so.
- To perform other ad-hoc driving duties utilising a Hospice vehicle.

General duty

- To ensure Nottinghamshire Hospices commitment to equality, diversity and inclusion is embedded in all areas of retail practice.
- To act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the retail team.

SECTION 4 - THE PERSON SPECIFICATION

ESSENTIAL

- Able to demonstrate how you meet the Hospice values of Compassion, Trust and Ambition
- Aged between 21 - 70 years old due to insurance purposes.
- The post holder must hold a full valid driving licence with less than 12 penalty points. If the post holder is within the first two years of passing their driving test they must hold a full valid driving licence with less than 6 penalty points.
- Experience of driving at work.
- Experience using a Sat Nav or mobile phone navigation system.
- Good literacy and numeracy skills.
- Excellent communication, interpersonal and people skills.
Proven ability to use initiative.
- Excellent organisational skills with the ability to work calmly and methodically when under pressure from a busy and varied workload.

- Flexible to the needs of the post as this may require working outside of normal working hours including weekends.
- Willingness to participate in training and updates.

DESIRABLE

- Knowledge of the Nottinghamshire area.

SECTION 5 - WORKING CONDITIONS / EFFORT

- The role requires significant amounts of manual handling.
- Travel to the Hospice and Hospice shops.
- Communication within team and other agencies as necessary.
- Busy workload.
- Driving Hospice Vehicles.
- Travelling is a requirement of the job role and therefore it is essential to hold a Full UK Drivers' licence, have access to a vehicle and to be able to provide evidence of 'Business use' motor insurance, purchased at the postholders' expense.

SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUALITY, DIVERSITY & INCLUSION

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's Intranet site. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular Progress & Achievement Conversations (PAC), including setting and reviewing objectives and developing/implementing personal development plans for all staff to enhance and support their ability to fulfil the requirements of their post.

SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the UK General Data Protection Regulations 2021. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 8 - JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.