

Job Description

Job Title:	Driver and Logistics Supervisor
Accountable to:	Director of Income Generation
Reporting to:	Charity Retail Donation Centre Manager
Liaises with:	Driver & Distribution Coordinators, Area Managers, Shop Managers, Online Sales Team, Trading Administrator, Trading Support Manager, Fundraising Team and Volunteers

Overall Aim:

To service shop locations with quality stock and collect old stock for recycling. To increase revenue from other income streams including chargeable house clearances, charity restocks and corporate donation days. Supporting with the smooth running and general maintenance of our warehouse and storage facilities and moving and distribution of stock to shops as appropriate. Ensuring that the image and reputation of Garden House Hospice Care is upheld at all times.

Management:

- to line manage and conduct regular 1 to 1's and annual appraisals with Driver & Distribution Coordinators. This will involve managing performance and identifying current skills and competencies, ensuring that professional development plans are tailored to the needs of the organisation.
- to ensure appropriate staffing and volunteer levels are in place through effective rostering.
- to monitor the activity of the Driver team ensuring effective and efficient time management
- management of the Retail van fleet, ensuring daily inspections take place and overseeing servicing, repairs, MOT and taxation of vehicles.

Responsibilities:

- to carry out a chargeable house clearance service and distribute sellable items to shop locations and storage facilities, ensuring the services is carried out in a professional and business like manner, disposing of all waste in accordance with government waste management permits.
- to carry out charity restock collections and corporate donation days increasing income and revenue to the trading company, liaising with the Trading Support Manager and the Corporate Fundraising Team.
- to collect donated goods where the normal process cannot be managed from non-hospice sites.
- to ensure that the furniture and goods kept within the warehouse are stored safely and in good condition.
- to deliver prepared goods for sale from the warehouse to the hospice

shops.

- to make scheduled cash collections from shop outlets, using secure methods and processes.
- to keep vehicle locked at all times to facilitate cash collection process.
- to manage, develop and retain a reliable volunteer team to support with the duties of the work carried out.
- to work with the Distribution & Logistics Manager and the Trading Administrator to ensure rotas are covered and kept up to date, supporting with volunteer communication and work schedules.
- to liaise with Trading Administrator to keep waste permits up to date.
- to collect donated goods from the shops and return to the warehouse for preparation.
- to assist at events outside normal working hours ie jumble sales, car boot sales, pop up shops as and when required by Trading Support Manager.
- to assist with income generation events as required by the Fundraising team - ie Christmas Tree Recycling Scheme and delivery of equipment for events.
- to assist with the general maintenance of the warehouse storage areas and outside yard, to ensure a clean, tidy and safe environment.
- to ensure that the vehicle maintenance/repair requirements are reported immediately, ensuring the vehicles clean and tidy with up to date service history, along with daily checks for tyres, diesel fuel and coolant.
- to keep tail lift service (LOLAR) up to date every 6 months, and report any faults needing attention/maintenance
- have a flexible approach to working hours
- need to consider lone working to complete job tasks after normal business opening hours
- be considered a key holder, and be responsible for the closure of the premises on a daily basis

Health and Safety

The post holder shall:

- Ensure that the warehouse provides a safe and secure environment for all who work and visit there, by carrying out daily checks in accordance with GHHT process and raise any concerns with the Distribution & Logistics Manager.
- Ensure that all incidents/accidents follow process and are reported to Head of Trading or in their absence the Trading Administrator.
- Attend all mandatory training, including moving and handling techniques and ensure that they follow safe procedures.
- Participate in or know fire safety evacuation process bi-annually and ensure compliance with Fire Safety procedure and Fire Safety Regulations.
- Be aware of responsibilities in the event of fire.



Additional Information

The job description sets out the keys tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.

There is a requirement to comply with all relevant policies and guidelines including those relating to Health and Safety, confidentiality and GDPR.

This job description will be reviewed with the post holder annually.

The post holder will be required to work their contracted hours during any 5 days out of 7 between 8am - 6pm Monday to Friday, 10-2 Saturday/Sunday on a roster basis which is agreed 4 weeks in advance and around the business needs.

The post holder is required to undertake departmental/induction training as well as training in the operation of equipment/machinery/cleaning materials during the first month of employment.

All staff are required to complete online training modules during the first 4 weeks of employment.

It is essential that the post holder has a driving licence with the ability to drive a Cat C vehicle with no restrictions to ensure they can be covered by our organisations insurance policy.

Education

The post holder shall:

- Participate in induction programmes for new members of the team
- Participate in appropriate internal and external educational programmes

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.