

## JOB DESCRIPTION

<b>Job Title:</b>	Upcycling Assistant
<b>Location:</b>	The Depot, Letchworth
<b>Accountable to:</b>	Head of Trading
<b>Responsible to:</b>	Upcycling Manager
<b>Hours</b>	15 hours per week

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### Job Summary

To identify, prepare and upcycle furniture for sale in the hospice shops, in accordance with the expected standards of presentation.

Work closely with the Upcycling Manager to ensure that the operation consistently meets the necessary Health and Safety regulations, whilst being run smoothly and efficiently.

### Main Responsibilities

The post holder will be responsible for:

- In conjunction with the Upcycling Manager, Retail Operations Managers, Shop Managers, Logistics Manager and the Distribution Centre staff, support the identification, preparation and upcycling of furniture for sale in the hospice shops, in accordance with the expected standards of presentation.
- To ensure that all upcycled furniture is sorted, prepared and distributed to the charity's shops in accordance with the required standard.
- In conjunction with the Preparation Supervisors and Logistics Manager, take responsibility for the upcycling of new goods from receipt to despatch.
- To ensure an exceptionally high level of customer care is promoted and maintained when dealing with telephone call and receiving visitors. Develop and maintain positive relationships with donors and suppliers.
- Develop and deliver courses to teach upcycling skills.
- Implement and maintain working systems and procedures in the workshop.
- To ensure that upcycling is completed in a safe way ensure compliance with the necessary Health & Safety regulations with appropriate documentation.
- Work to assist closely in developing a working environment where all members of the team work closely to achieve targets.

- To provide support and guidance to volunteers who will assist in the upcycling work.

### **Health and Safety**

- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- Attend moving and handling training bi-annually and infection control training annually
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

### **Education**

- Participate in induction programmes for new members of the team
- Ensure that standard setting and audit is undertaken and regularly reviewed
- Participate in appropriate internal and external educational programmes
- Undertake continuous professional development suitable and relevant to the role on an annual basis.

### **Additional responsibilities**

- There is a requirement to comply with all the Hospice policies, procedures and guidelines, including those relating to Health & Safety, confidentiality and the Data Protection Act, as required by Information Governance
- Each member of the hospice team has a responsibility to contribute to the clinical governance programme
- Each team member to take appropriate action to maintain the highest level of infection prevention and control.

### **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 behaviours 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.

### **General**

- To comply at all times with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and



safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment

- To comply at all times with the Hospice Information security policy. Also to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the human resources department
- The Hospice operates a no-smoking policy
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder
- All appointments are subject to pre-employment health screening
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**"team" refers to all members of staff including volunteers**

**Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**