

Volunteer Retail Driver

Volunteer Role Description

What is a Volunteer Retail Driver?

Responsible to the Retail Coordinator, the Volunteer Retail Driver assists with the operation of the retail function by collecting and distributing stock using the Hospice retail vans. The income raised by our charity shops supports the services of the Hospice to make every day count for those affected by life-limiting illnesses.

This role will suit people who are...

- aged 25+
- friendly and helpful
- honest and reliable
- physically fit
- able to work alone or as part of a team

It is also essential that you can demonstrate our values of **Compassion, Respect, Integrity, Professionalism, Choice** and **Reputation**. They define who we are and what we do as a high quality care provider and high quality place to volunteer.

Why do we need you?

We are looking for volunteers to support our charity shops, donors and customers by collecting and delivering stock. Your role will help our shops to raise vital income for the Hospice. The income raised will help the Hospice to improve the availability of, and access to, end of life care and raising the profile of the Hospice will promote the value of palliative care in the local community.

What's involved?

- Collecting and delivering saleable furniture and goods to our 9 charity shops
- Assisting with the safe disposal of stock and waste
- Ensuring the accurate completion of daily travel logs
- Delivering excellent customer services to customers, donors and supporters
- Ensuring all donations/stock are handled correctly
- Promoting Gift Aid to our donors
- Attending Retail Driver meetings to receive updates on Hospice news, procedure and practice
- Raising the profile of the Hospice by being an ambassador in the local community
- Complying with Retail and Transport procedures and guidelines, current legislation and Health & Safety regulations at all times
- Undertaking any other reasonable duties that may be requested by the Retail Team Manager/ Retail Coordinator

What should you already have and what could you gain from this opportunity?

You must be age 25 or over

You should have:

- A full driving licence
- Minimum of 1 years driving experience
- Ability to lift heavy items

There are no other specific skills or training required to undertake this role, as full induction and training will be provided. Support will be available from the Retail Coordinator and the retail team.

What you could gain:

From this role you could gain experience of customer services and retail logistics. You can also gain an awareness of Hospice care and St Cuthbert's Hospice, health and safety and gift aid.

You will have the opportunity to meet new people and become part of a friendly, caring team.

Policies and Procedures

As a volunteer you will be expected to comply with Hospice Policies and Procedures relevant to your role and to maintain confidentiality.

Out of pocket expenses

Any agreed out of pocket expenses that are incurred when carrying out your volunteer role will be reimbursed.

Extra Information



Your availability

To be discussed with Retail Coordinator but ideally once per week.

Van operating times:

Monday – Friday 9.00am – 3.30pm



Location

You will start and finish your day at St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF with travel to customers and donors in the Durham area and to our 9 charity shops based in Chester-Le-Street, Crook, Durham (x2), Houghton-Le-Spring, Langley Moor, Langley Park, Meadowfield and Spennymoor.



Training

We value our volunteers and want your experience to be both positive and fulfilling. We offer a comprehensive induction programme and any appropriate instruction, guidance or training to assist you in your volunteer role. We ask that any essential training is completed either prior to you starting with us or within three months of starting. You will have an opportunity to learn new skills, build social networks, share experiences and skills and be recognised for the contribution you make.



Who to contact

For more information regarding this volunteer role please contact **(0191) 374 6169** or **volunteers@stcuthbertshospice.com**