



Job Description

Job Title:	Delivery Driver
Department:	Retail – Distribution team
Contract Terms:	37.5 Hours (9am-5pm Including weekends)
Salary:	£22,368.06
Location:	Unit 11, Canal Road, Gravesend, Kent, DA12 2PA
Responsible To:	Head of Retail
Accountable To:	Director of Operations
Manages:	Distribution manager, Delivery drivers, Volunteers

Commented [CR1]: What is the working pattern? 9am to 5pm or other. Please state.

About Us:

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley. The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and 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).

Role Purpose:

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

Commented [CR2]: Please state full name and acronym in brackets.

Duties and Responsibilities:

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



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.

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,
- To follow all policies and procedures,
- To be aware of the staff values of the ellenor and to behave as a fit representative.

Postholder's Name
Postholder's Signature Date
Manager's Name
Manager's Signature Date



This Job Description will be reviewed on a regular basis

Person Specification
Delivery Driver

	Essential	Desirable	Application/ Interview
Education and Qualifications			
Educated to A level or equivalent qualification or experience		x	A
Experience			
Delivery driver in a previous role	x		A/I
Full UK driving license held	x		A/I
Knowledge and Skills			
Excellent customer service skills	x		A/I
Good organisation and planning skills with the ability to manage and prioritise workload.	X		A/I
Good written and verbal communication skills with attention to detail/ accuracy.	x		A/I
Good problem-solving and decision-making skills	x		A/I
A full UK Driving Licence	x		A/I
Personal Characteristics and Qualities			
Full UK license	x		A/I
Positive, self-motivated and committed to achieving results		X	I
Flexibility and adaptability to change		X	I
Resilient and able to work in a fast paced and evolving environment		x	I