

## **JOB DESCRIPTION**

<b>Job Title:</b>	Driver & Warehouse Assistant
<b>Reports to:</b>	Warehouse Manager & Warehouse Deputy Manager
<b>Based at:</b>	Genesis House, Unit 2, Lubeck Road, North Lynn Industrial Estate, King's Lynn, PE30 2JE
<b>Hours:</b>	37½ hours over 5 days per week

### **Role summary:**

This job involves a hybrid role of driving, logistics, and manual warehouse work to support Tapping House's retail operations. The focus of our warehouse team is to collect furniture, distribute stock to shops, and support warehouse income streams to maximize fundraising income. The role includes direct contact with our supporters and customers; therefore, good customer service is important.

### **Main responsibilities**

- Collect, transport and deliver furniture and stock for the shops as required.
- Collect and remove items from the warehouse to support additional income streams.
- To liaise with the Warehouse Manager or Warehouse Deputy Manager to obtain up-to-date information on collections and deliveries.
- Ensure donations of furniture are in a good state of repair before collection.
- To report back directly to the Warehouse Manager or Warehouse Deputy Manager on any difficulties associated with collection, transportation or delivery.
- To respond with flexibility to the transport needs of the warehouse and shop teams
- To ensure safe loading and unloading of items, ensuring that goods are secured in transit. Heavy lifting will be involved.

- To engage positively with customers, donors, volunteers and retail staff in shops, homes and the warehouse
- To ensure the warehouse and vans are kept clean and tidy
- To drive Tapping House's Luton vans. Clean driving licence preferred but up to 6 points will be considered.
- Maintain professional standards and confidentiality in all areas of work at Tapping House.
- Attend staff meetings and training as required and as appropriate to the role
- To comply with the policies & procedures of Tapping House.
- To participate in Tapping House's appraisal system and any other training as directed by your line manager. This will specifically include mandatory annual Non-Patient Moving & Handling Training.
- To undertake any other Tapping House duties found necessary and appropriate, as directed by the CEO.

## General

- To uphold Tapping House's vision and values at all times



- Carry out all duties in accordance with the Hospice's policies and procedures including but not limited to health & safety, code of behavior, confidentiality and equality, diversity & inclusion.
- Promote awareness of the Hospice, its services and its strategy.
- Work collaboratively and respectfully with all staff, volunteers and supporters of the Hospice.
- Promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering the Hospice's policies on safeguarding.

- **Information Security, Confidentiality, and Records Management:**

The role requires adherence to organizational policies concerning information security, data privacy, and confidentiality. The employee is responsible for safeguarding sensitive information, ensuring secure handling and storage of records, and maintaining compliance with applicable data protection regulations. This includes actively participating in Information Governance training, reporting potential security incidents, and managing records in accordance with Tapping House's Retention Archiving and Destruction of All Hospice Records Policy.

- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Hospice at any time after discussion with the post holder.

**PERSON SPECIFICATION  
Driver & Delivery Assistant**

	<b>Essential</b>	<b>Desirable</b>
Qualifications and Training	Good general education with good verbal, numerical and written skills	
Experience and Skills	<p>Full UK driving license</p> <p>Confident driver - will be driving a Luton van</p> <p>Must be aged 21+ due to insurance restrictions</p> <p>Physical fitness with knowledge of correct moving and handling.</p> <p>Capability to assist with heavy lifting.</p> <p>Able to use own initiative</p> <p>Team player</p> <p>Able to work under minimum supervision within a fast paced environment</p> <p>Excellent time management and organisational skills.</p> <p>Excellent communications skills.</p> <p>Customer and supporter focused.</p> <p>Calm flexible and courteous.</p> <p>A professional and flexible attitude to work with willingness to assist in other locations/areas.</p>	<p>Previous retail experience</p> <p>Basic computer literacy.</p> <p>Previous commercial driving</p> <p>Experience of working within a team</p> <p>Basic knowledge of Health and Safety and Fire regulations with the ability to identify potential risks</p>