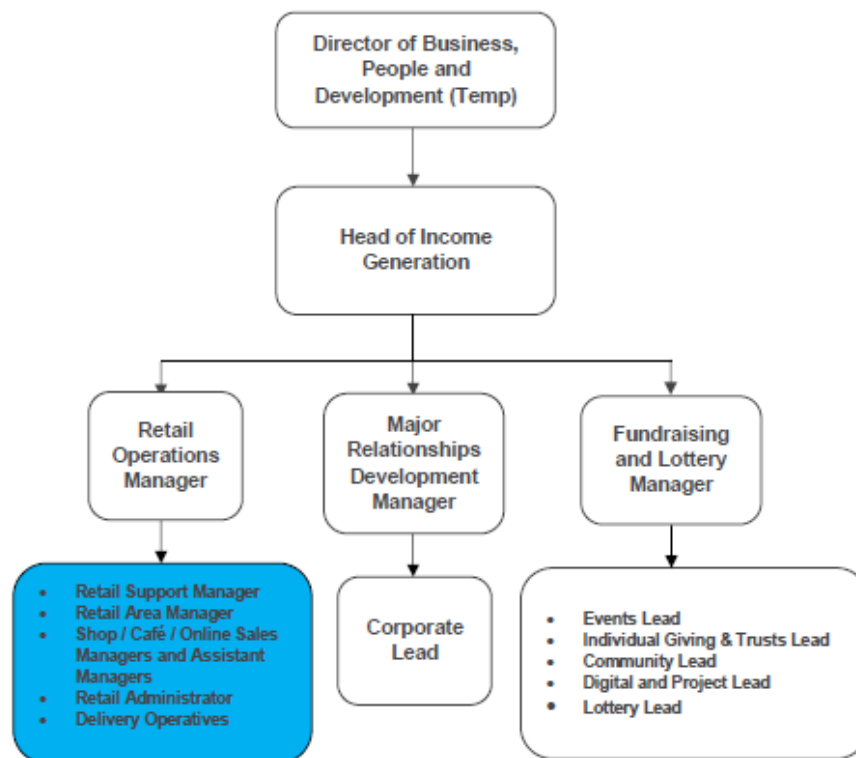


JOB DESCRIPTION

Job Title:	Retail Shop Servicing & Furniture Collections Operative
Department:	Income Generation
Post Holder:	tbc
Grade:	Admin 2
Reports to:	Retail Administrator
Accountable to:	Head of Income Generation

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To effectively manage the collection and delivery of stock and furniture items across Bolton Hospice's retail portfolio.
Key Working Relationships:	Shop Managers Retail team Income Generation team Volunteers

Role Responsibilities

Shop Servicing:

- Complete scheduled tasks in line with the daily job sheet, prioritising workload effectively and informing the Retail Administrator of any incomplete jobs.
- Working effectively on your own, safely load, unload and organise donations on the vehicle to maximise capacity and prevent damage, while maintaining clear fire exit routes and complying with all Health & Safety and Manual Handling procedures.
- Assist with the effective management and disposal of waste, ensuring goods are handled and distributed appropriately.
- Provide practical support to charity shop staff and volunteers when required, working collaboratively and maintaining positive relationships while ensuring volunteers follow relevant procedures.

Furniture Collections / Delivery:

- Safely and efficiently collect, transport and deliver furniture from donors' homes and other locations to Furniture Plus and hospice shops, ensuring items are handled, loaded, secured and stored correctly.
- Work effectively as part of a two-person team, following all Safe Systems of Work, Manual Handling procedures and Health & Safety requirements, including the safe use of tail lifts, trolleys and other lifting equipment.
- Provide a polite, respectful and empathetic service to donors, particularly when dealing with bereavement, while promoting and processing Gift Aid in accordance with the relevant rules.
- Assess donated furniture against Bolton Hospice policies and only accept suitable, saleable items, declining unsuitable goods tactfully and sensitively where necessary.

General:

- Work collaboratively as an integral member of the wider Retail team, supporting colleagues and volunteers, contributing to best practice and treating colleagues, volunteers, customers and donated items with respect.
- Work within all agreed Hospice policies, procedures and guidelines, attend relevant meetings and training, and participate in annual appraisal and ongoing professional development.
- Complete all required vehicle checks and logs, report any issues promptly to the Retail Administrator, and ensure the Hospice vehicle is driven safely, legally and responsibly and kept in good condition.
- Work flexibly and undertake other reasonable duties as required by the Retail Administrator to support the effective operation of the Retail team.

General Responsibilities:

Health and Safety

All employees have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure.

Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of

waste, sharps and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Retail Shop Servicing & Furniture Collections Operative
Department:	Income Generation
Grade:	Admin 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		Good standard of education	Application Form
EXPERIENCE	Experience driving a van Experience of dealing with the public	Experience working within a retail environment Experience of working with volunteers Experience of driving a 2-tonne van (e.g. Citroen Luton or similar)	Application Form Interview
SKILLS	Excellent customer service skills Good communication and interpersonal skills		Application Form Interview
KNOWLEDGE	Good knowledge of safe manual handling techniques	Knowledge of Health & Safety legislation in relation to the sale of furniture Knowledge of the Bolton area	Application Form Interview
PERSONAL ATTRIBUTES	Able to comfortably manage physically demanding work Must have a full, clean UK driving licence Self-motivated and able to use initiative Strong teamwork ethic A commitment to the vision and values of Bolton Hospice		Application Form Interview