

JOB DESCRIPTION

Job Title	Donation Assistant (Driver)
Reports to	Transport and Logistics Lead
Salary spine point	10

Job Role

This position contributes to the income generation of Cornwall Hospice Care by working across multiple locations, ensuring the efficient processing or delivery of goods and donations.

Working as directed by the Transport and Logistics Lead, the position supports on and off-site operations to ensure the efficient and accurate turnaround of donations while ensuring a maximum capture of Gift Aid.

Deliver consistently high levels of customer service to customers, both internal and external.

Participate in a flexible rota to include Saturday working.

Organisational responsibilities

Values: Our values underpin our purpose, and all employees are expected to ensure their behaviour and conduct is, always, in accordance with the values. Working together with a common goal and objective ensures we can continue to deliver the high-quality care our patients and their families have come to expect of us.

Policies and procedures: It is the responsibility of employees to ensure they are aware of and comply with the policies and procedures relevant to their job and employment. All employees must be familiar with and operate in accordance with confidentiality and safeguarding policies, at all times during their employment.

Health, Safety and Wellbeing: All employees are expected to conduct their work in a safe manner and with consideration to how others may be affected by their work activities. All activities must be in accordance with the Health & Safety Policy and guidelines.

Ambassador: We are all ambassadors for Cornwall Hospice Care and must ensure that whenever possible, we positively promote our purpose and values to the wider public.

Job specific duties and responsibilities

1. Provide high levels of customer service to donors and customers, contributing to the positive reputation of the Charity.
2. As required, assist in all areas of the Retail operation to contribute to the achievement of daily tasks and goals.
3. Assist in the supervision of volunteers, trainees and mandatory placements.
4. Handle donated and purchased goods with appropriate care, ensuring goods are not damaged in transit.
5. Assess furniture collections in customers' homes and sensitively communicate the standards for saleable items of proposed donations. Provide advice on alternative options where appropriate, whilst maintaining a positive image for the Charity.
6. Undertake daily vehicles checks, ensuring records are maintained as necessary and vehicles are clean and legally compliant.
7. Maintain all purchase, collection and delivery records as required.
8. Ensure a maximum capture of Gift Aid at each point of the processing and distribution process.
9. Undertake PAT training to competently assess the safety of donated goods.

General

This job description is intended to provide an outline of the duties and responsibilities of the post and is not exhaustive and may be amended periodically as necessary.

The post holder may be asked to undertake other duties within the general level and scope of the post and to work at other Cornwall Hospice Care sites as required.