



# Retail Van Driver

## Recruitment Pack



## **Employer of the Year - 2022**

## **VAN DRIVER**

### **16 HOURS PER WEEK**

**3 or 4 days worked flexibly Monday to Saturday**

**Salary £8,857**

Thank you for your interest in the Van Driver position at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this integral and important role within the Hospice.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Widely known throughout the area the Hospice is held in deep affection by the local community.

It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. In the next 12 months our total running costs are expected to be around £5.5 million which over £4.3 million is raised through voluntary donations.

The successful applicant must have a clean driving licence, be able to lift heavy furniture/electrical items and have excellent customer service skills. (Further information can be found in the Job Description within this pack).

You will be required to work 16 hours per week over 3 or 4 days, Monday to Saturday. Your daily hours may vary so flexibility is key. At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills so that you have the opportunity of a long term career with us.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person however, we recognise it may be a big step for you. So if you wish to know more, we warmly welcome you to arrange an informal visit to the Hospice. You can do that by emailing [david.austin@pendleside.org.uk](mailto:david.austin@pendleside.org.uk) or telephone number 01282 440176.

Thank you,

Louisa Mayor

Head of Income Generation

## **ABOUT US**

### **OUR MISSION:**

Pendleside exists to provide palliative and end of life service provision for those living with a life limiting illness and those important to them, living within our local community.

### **PHILOSOPHY OF CARE:**

Pendleside endeavours to promote and enhance quality of life for people with life limiting illnesses and those important to them; by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services, in collaboration with other local care providers.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

### **OUR AIMS:**

Pendleside strives to achieve three main aims: -

- **Charitable**

To provide Hospice services to as many local people with life limiting illnesses as possible, according to their needs, within operational and financial constraints.

We aim to provide care free of charge to those we serve. However, as a charitable organisation, we rely heavily on public contributions to maintain our services and any donations are gratefully received.

- **Professional**

To deliver the services, safely, ethically and legally, in accordance with our philosophy of care

- **Personal:**

To commit unreservedly (individually and collectively) to the above charitable and professional objectives

**OUR VALUES:**

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**

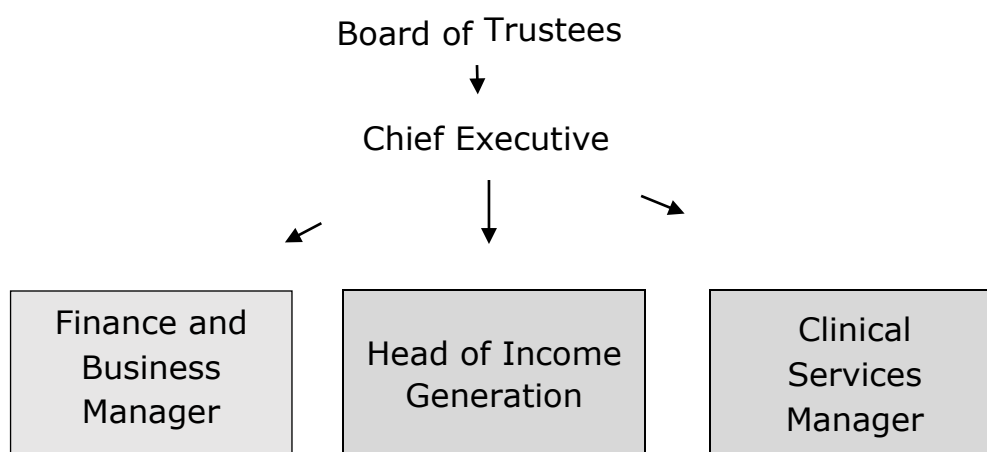
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

**OUR PEOPLE:**

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has three other members with specific responsibilities.



Pendleside currently has 120 employees across the organisation which equates to 90 whole time equivalent (WTE). In addition, seven staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

### **OUR SERVICES:**

Pendleside cares for 1700 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, wellbeing & rehabilitation
- Family support
- Spiritual Care
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

## **JOB DESCRIPTION**

### **JOB TITLE: Van Driver**

**REPORTS TO:** Retail Coordinator

#### **MAIN RESPONSIBILITIES:**

- To use a hospice vehicle to carry-out collections of donated goods
- Using a hospice vehicle to carry our deliveries of furniture that have been bought from the hospice shops
- To ensure that the retail division delivers excellent customer service
- Work alongside volunteers
- Report all risks and repairs in line with the organisation's policies and procedures
- To provide cover for the furniture store when required.

#### **CORE TASKS**

##### **Duties**

- To work "hands on" alongside paid staff and volunteers
- To work with the shop teams effectively to collect and deliver goods in a timely and cost effective manner using the most effective routes
- To work with the Retail Coordinators to ensure that shops are fully stocked which will maximise sales for the hospice
- Drive hospice vehicles in accordance to the highway code and with respect for other road users
- Professionally represent the hospice at all times
- Be able to refuse unsuitable donations politely and without causing offence if items are unsaleable and/or would cost the hospice to dispose of
- Any other duties as requested by line management
- Serving the public, maximising sales and gift aid through the furniture store when required.

##### **Maintenance**

- Undertake daily (where appropriate) vehicle checks to ensure that vehicles are in a roadworthy condition
- Keep hospice vehicles clean and tidy

##### **Personal Development**

- Maintain personal competency by regularly updating skills and completing mandatory training

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

## PERSON SPECIFICATION

Post title: Van Driver

Attributes	Essential	Desirable	How assessed
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working with the public</li> <li>Experience of van driving (3.5 tonne van)</li> <li>Worked to schedules and time frames</li> </ul>	<ul style="list-style-type: none"> <li>Worked with volunteers</li> <li>Implemented safe working practises &amp; procedures</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>Full clean driving licence</li> <li>GCSE maths / english or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Health and Safety at work</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Certificates</li> <li>Interview</li> </ul>
<b>Practical &amp; intellectual skills (including any specialist knowledge)</b>	<ul style="list-style-type: none"> <li>Understands the importance of communication within a team</li> <li>Well-developed organisational skills/workload/priorities</li> <li>Ability to embrace and implement change</li> <li>Excellent oral and written communication</li> <li>Ability to communicate well with the public</li> <li>Ability to work unsupervised</li> <li>Able to keep information confidential</li> </ul>	<ul style="list-style-type: none"> <li>Personal interest in the sale of second hand goods</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Disposition / attitude / adjustment</b>	<ul style="list-style-type: none"> <li>Ability to work flexibly according to the needs of the service</li> <li>Ability to motivate and manage staff and volunteers</li> <li>Commitment to "customer service"</li> <li>Ability to work independently and as a member of the team</li> <li>Self-motivated</li> <li>Diplomacy skills</li> </ul>	<ul style="list-style-type: none"> <li>Friendly and approachable</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Health &amp; Physical</b>	<ul style="list-style-type: none"> <li>Good attendance record</li> <li>Able to stand for long periods of time and comfortable lifting and carrying equipment and stock</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>References</li> <li>Recruitment medical</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>Willingness to work flexibly over 5 days including Saturdays and availability to cover evening and Sundays when necessary</li> <li>Prepared to undertake any further training relevant to the job role</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>To have an understanding of, and an ability to, promote and implement equal opportunities</li> <li>Ability to deal with a diverse range of people both internal and external to the organisation</li> <li>A commitment to anti-discriminatory practice</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>



## MAIN BENEFITS, TERMS AND CONDITIONS

**Annual leave:** the annual leave entitlement for a 16 hour post is 112 hours

**Childcare voucher scheme:** Pendleside Hospice offers a childcare voucher scheme

**Healthcare Scheme:** all staff are eligible to access the Benenden Healthcare Scheme [www.benenden.co.uk](http://www.benenden.co.uk)

**Notice period:** 1 month

**Parking:** all employees and volunteers can park for free at Pendleside Hospice

**Pension:** Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contributions up to 5% of an employee's salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

**Sick pay:** if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

## HOW TO APPLY

If you are interested in this position please complete the on line form on Pendleside Hospice website [www.pendleside.org.uk/jobs](http://www.pendleside.org.uk/jobs), referring to the Job description and Person Specification.