

Staff Role Profile: Retail Van Driver

Job Level	1a	Reports to	Area Retail Manager
Contract	Permanent	Directorate	Fundraising

Scale and scope of role

Direct reports	Nil	Indirect reports	1-3 volunteers
Budgetary responsibility / accountability	Nil	Accountability for other resources	Management of the Red Cross van, health and safety, effective route planning to minimise fuel usage and spend
Reach and impact	Provision of a customer focussed approach to stock donation collections through house to house collections, corporate donors and transferring stock between shops.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

of over 6,500 volunteers and 700 paid staff and a turnover in excess of £28m per annum.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of Retail Van Driver sits within the Fundraising directorate.

The Retail Department, which forms part of the Fundraising Division, operates around 320 Red Cross charity shops throughout the UK and has a complement.

Purpose of the role

Integral to the retail team, the retail van driver is part of the structure that supports the delivery of business objectives. The post-holder will be expected to work closely with Shop Managers and their teams. The post-holder will be required to act as the first point of contact for shops in relation to matters of stock generation, stock transfer, collection and disposal.

The post-holder will manage deliveries, collections, door-to-door collections and stock transfers for the Red Cross shops in the area, ensuring set targets are met. They will also assist with the development and growth of stock generation contacts, seizing local opportunities and promoting the Red Cross as the charity of choice for stock donations.

Main responsibilities

- > To effectively manage the deliveries, collections and stock transfers in the area, including house clearances and collections and collections from corporate donors
- > As required, to collect stock from warehouses across the country and distribute within the area as required
- > As required, to distribute and collect Big Recycling Sack materials in designated areas
- > To actively promote stock donations and Gift Aid and to develop and grow contacts for stock generation, working with external partners and corporate retail to generate stock, seizing any local opportunities as they arise
- > To ensure the vehicle is parked in a specified secure location, as agreed with the Area Retail Manager (ARM), at all times
- > To ensure the vehicle and any delivery equipment are appropriately maintained, regularly serviced and cleaned to an acceptable standard (include MOT, vehicle safety checks etc.)
- > To assist with new shop openings, off-site events, refurbishments and closures as required and to remove and dispose of unwanted items, ensuring their cost effective and correct disposal
- > To ensure all issues and risks regarding health and safety are managed and procedures followed and to comply with national instructions, policies, procedures and legislation at all times
- > To ensure all administrative paperwork, eg. mileage logs, are completed, saved and submitted as required in an accurate and timely manner

- > To effectively recruit, manage, train and develop volunteers ensuring HR procedures are adhered to
- > To ensure the safe and secure handling of stock and money at all times
- > To attend meetings and training courses/events when required by the ARM and to take responsibility for personal and professional development
- > To be well presented, considerate and courteous at all times when dealing with the general public and to uphold the reputation of the Red Cross by projecting a warm and welcoming attitude
- > To undertake any additional duties as necessary and within the overall scope for the post and to work out of the normal geographical area as required

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Essential ✓✓	<ul style="list-style-type: none"> • Full current driving licence • Knowledge of current legislation / good practice guidelines around driver, vehicle and road traffic operation 	
	Desirable	<ul style="list-style-type: none"> • Ability to understand issues related to working with volunteers 	
Skills	Essential ✓✓	<ul style="list-style-type: none"> • Proven customer care skills 	
Experience	Essential ✓✓	<ul style="list-style-type: none"> • Van driving and delivery experience • Experience of basic vehicle maintenance/requirements • Experience of completing administration paperwork 	
	Desirable	<ul style="list-style-type: none"> • Experience of working in a retail environment • Experience of achieving success as part of a team 	
Behaviours		<ul style="list-style-type: none"> • Communicating and influencing – tailors their approach • Embracing and leading change – is positive about change • Accountability for resources – is commercially minded • Solution focussed – sees basic connections • Developing yourself and others – develops own capability 	
Additional requirements	Essential ✓✓	<ul style="list-style-type: none"> • Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic). • Ensures inclusive practice and promotes diversity • Able to work weekends and public holidays • Able to travel to attend training as requested • Able to stay overnight occasionally • Ability to lift and carry bags and boxes full of donated stock, including clothes, books and furniture (this is a genuine occupational requirement of the role) 	
	Desirable	<ul style="list-style-type: none"> • Able to work additional hours as necessary 	

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme