

Job Description

Job Title: Bank Driver/Logistics Assistant

Reporting to: Multi-Site Furniture Outlet and Logistics Manager

Job purpose: As a Bank Driver/Logistics Assistant you will provide a fantastic logistics service, using your knowledge of our shops and the retail environment to help generate revenue, that will support and deliver our vision to make every day the best day possible for our patients and those closest to them, living with life-limiting illnesses in South Devon.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Roles and Responsibilities

1. Provide logistics support to Rowcroft's Retail business ensuring an efficient, professional and seamless service to our shops, customers and supporters.
2. Liaise directly with the Multi-Site Furniture Outlet and Logistics Manager regarding daily requirements e.g. shop delivery schedules, and furniture collections to ensure optimal productivity at all times.
3. Undertake furniture collections (including cancellations and re-bookings), ensuring only saleable items are collected, and maximising Gift Aid opportunities.
4. Provide flexible support in the delivery of donated and new goods stock to all shops in the Retail portfolio, as well as collection of excess/rotate and out of season stock.
5. Undertake daily vehicle checks in accordance with Rowcroft Policy ensuring the appropriate paperwork is completed and submitted for audit purposes.
6. Report any vehicle maintenance issues to the Logistics Co-ordinator/Multi-Site Furniture Outlet and Logistics Manager in a timely manner to avoid any detrimental impact to the logistics service.
7. Ensure goods (donated/new) are safely loaded and unloaded to minimise damage/breakages.
8. Ensure paperwork i.e. purchase orders/requisitions are delivered to Finance Head Office.
9. Provide exceptional customer service to our customers and supporters, acting as an ambassador for Rowcroft, ensuring you keep up to date with hospice news.
10. Build effective working relationships with all colleagues across the retail team and have a clear understanding and vision of how the logistics function contributes to these.
11. Work flexibly undertaking ad-hoc duties across the logistics and warehouse function to meet the demands of the service and fulfil business needs.



12. Ensure the Logistics vehicles are cleaned regularly and in line with Covid-19 secure procedures, presenting a professional image to our customers and supporters.
13. Take part in regular team meetings, and ensure Mandatory and other relevant training is kept up-to-date.

This list can never be exhaustive but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

Infection Prevention

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of Work

This role has been identified as a Field worker (role could be carried out at a Rowcroft site or other location, including home, subject to the varying needs of the role. Will spend planned time at Rowcroft sites or other locations as the role requires which could include patient homes and Rowcroft and non-Rowcroft locations to meet the needs of the service).

This will be fully discussed and agreed with the postholder to meet individual and business needs.



**PERSON SPECIFICATION
Bank Driver/Logistics Assistant**

Attributes	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Good general level of education. • Clean driving licence 	
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent driving skills • Awareness of safety procedures for goods, loading and unloading processes 	<ul style="list-style-type: none"> • Knowledge of local routes/roads
Experience	<ul style="list-style-type: none"> • Experience/Evidence of delivering exceptional customer service skills. 	<ul style="list-style-type: none"> • Experience of dealing with challenging situations in an appropriate and professional manner
Personal Requirements	<ul style="list-style-type: none"> • Good interpersonal skills with the ability to communicate effectively with colleagues at all levels. • Ability to manage multiple streams of activity and manage competing demands. • Reliable • Ability and willingness to work collaboratively to meet the needs of the service, responding positively to change. • Ability to remain calm, show resilience, and work well under pressure 	
Other Requirements	<ul style="list-style-type: none"> • Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. • Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times. 	<ul style="list-style-type: none"> • Willing and able to volunteer for at least one Rowcroft event each year.

