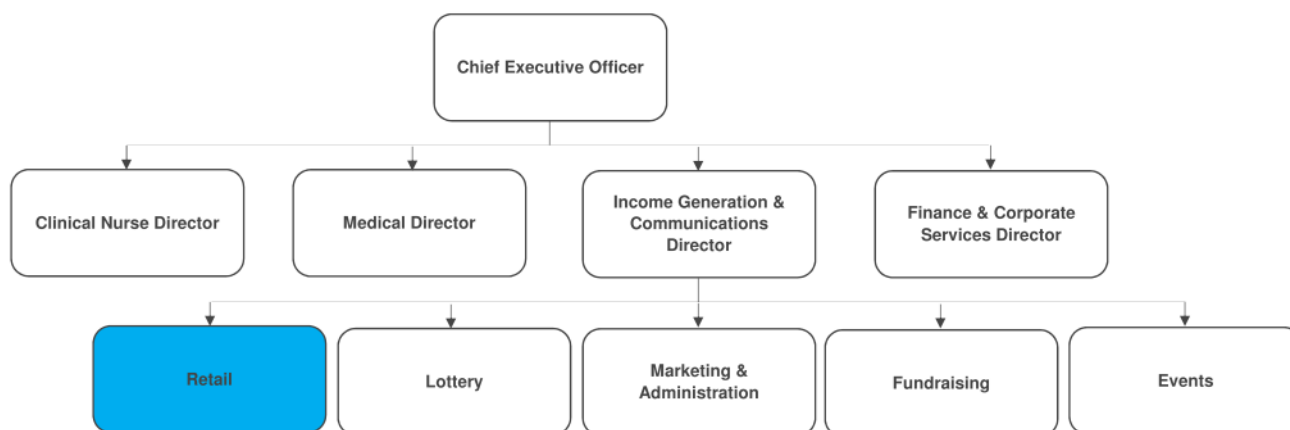


JOB DESCRIPTION

Job Title:	Bank Collections Operative
Department:	Income Generation & Communications
Post Holder:	tbc
Band	Ancillary 1.2
Reports to:	Furniture Plus Store Manager/Furniture & Ecommerce Manager/Senior Shops Manager (Depending on location)
Accountable to:	Shops Managers

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 assist in the collection and delivery of items in relation to Bolton Hospice's charity shops.
Key Working Relationships:	Retail team Income Generation & Communications team Volunteers Donors and Supporters

Role Responsibilities

- Undertake tasks as scheduled on a daily job sheet, predominantly collecting donated stock from donors' homes and other locations and distributing it to the hospice's charity shops.
- To ensure only items that fall into the category of saleable items adhering to hospice policies are accepted, tactfully and sensitively declining acceptance of goods if necessary.
- To uphold high levels of customer service and respect for donors' property and stock donations at all times.
- Adhere to all Safe Systems of Work relating to all lifting aids, e.g. tail lift, trolleys, pump

trolleys.

- Adhere to all procedures in relation to Health & Safety and Manual Handling.
- To work closely with volunteers on the van, ensuring they are following all necessary procedures.
- Communicate effectively with donors, promoting our Gift Aid scheme, showing empathy if they are dealing with a bereavement and being polite and respectful at all times.
- To assist staff and volunteers with manual tasks within the charity shops where needed.
- To work well with and maintain good relationships with colleagues and volunteers.
- To assist in managing all aspects of waste.
- To keep the hospice vehicles clean, complete vehicle checks where required, and ensure vehicles are maintained and driven so that legal requirements are met.
- To assist with manual tasks at fundraising events.
- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the Retail team, being sensitive to the needs of the whole team and supportive of other team members.
- Undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by line manager when required.

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.

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.

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:	Bank Furniture Collections Operative
Department:	Income Generation & Communications
Rate:	£10.53 per hour

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 / supervising 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	Organisational skills – able to prioritise tasks. Negotiation 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 Must be 25 years of age or above for insurance purposes Self-motivated and able to use initiative Strong teamwork ethic A commitment to the vision and values of Bolton Hospice		Application Form Interview