### Job Description and Specification

## Post: Sessional Van Driver/Helper

**Reporting to: Shop Manager**

**Location: 7a Regent Street, Newtownards**

**Hours: 12 to 15 hours per week over 3 days (Tue, Wed, Thu)**

**Salary: £7.50 to £8.00**

**BACKGROUND:** TheLink is a Christian faith-based organisation which began in January 1997. The organisation currently employs 12 members of staff and has around 50 volunteers working in a number of areas. The Link seeks to work with some of the most marginalized members of the local community. Our provision includes:

* **MARC (Making a Real Change) Programme**: this is a programme for adults with addictions and their families including a daily Drop In and floating support programme. It is aimed at helping the individuals to regain self-belief and a productive and meaningful role in the community.
* **Project 23**: this is a programme for young people including a Drop In, young parent’s work, a weekly health advice clinic and mentoring programme
* **Volunteer Led Programmes**: including a weekly Totstime which is a parent and toddler Group, a weekly Senior Citizens Lunch Club, a weekly Senior Citizens Drop In and a weekly English class for speakers of other languages.
* **Marc-it Furniture Shop**: The Link’s social enterprise project has been in operation since 2008. It collects and sells second hand furniture and other donated items and any profits are used by the Link Family and Community Centre. As such, continuation of the post is dependent on the post holder ensuring that sufficient income is brought in through the shop.

**JOB OUTLINE:** To carry out deliveries and collections for shop and customers. The postholder will be accompanied by another van driver/helper or volunteer who will assist them collections and deliveries.

**MAIN DUTIES:**

**Van Management**

1. Route plan and implement the collection and delivery of stock from donors and customers, and ensure the plan is deliverable and achievable within designated working hours.
2. Keep and update daily/weekly records as required.
3. Be responsible for the maintenance and security of Link’s vehicle, including refuelling, cleanliness and the recording and reporting of maintenance needs.
4. Ensure work activity and driving the van is carried out in a safe and responsible manner.

**Stock**

1. Determine if goods to be collected from donors homes meet Link’s standards for resale
2. Actively promote and administer Gift aid Scheme
3. To place donations of stock on the sales floor under the guidelines issued by the shop manager
4. Under instruction from the Shop Manager transport items for disposal.
5. To ensure safe transportation of stock at all times

**Customer service**

1. Be polite and courteous to customers in their own homes when collecting and delivering stock.
2. Careful delivery & collection of items in and out of customers/donors homes, corporate premises and council sites.
3. Provide assistance in serving customers in the restore shop when required.

**Health and Safety**

1. To ensure that the workplace for which the post-holder is responsible is maintained appropriately and in accordance with the Link’s Health and Safety Policy and relevant Health and Safety Legislation.
2. Comply with guidelines on PPE including high-visibility clothing, gloves, uniform, protective footwear and

**Other Requirements**

1. Ensure that the Christian ethos of the Link is not comprised in daily work activity.
2. To undertake any other duties which may from time to time be requested by the Shop Manager, which are commensurate with the duties and responsibilities of the post.

**This job description will be subject to review in the light of changing circumstances and is not intended to be rigid and definitive, but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time. It is important to note that the responsibilities of the post may change to meet the evolving needs of the services that the charity provides.**

**PERSONNEL SPECIFICATION**

**Essential Requirements**

1. Minimum of one year’s experience driving, collecting and delivering goods
2. Driving licence which includes Category C1
3. Ability to maintain records as in examples at Van and Stock Duties
4. No health problems that would adversely affect the ability to carry out duties (manual handling required)
5. Knowledge of manual handling

#### **Desirable**

1. Clean Driving licence