

Employer:	RSPCA Halifax, Huddersfield, Bradford & District Branch
Responsible to:	Charity Shops Area Manager
Responsible for:	Van Driver – Charity shops
Grade:	Staff Grade

1. Purpose of the job

To coordinate deliveries and collections of volunteer drivers. To drive the large charity shops van, collecting and delivering furniture, manage stock rotation delivery

2. Dimensions

- Retail establishment of 28 people
- Annual sales of £1,500.000
10 charity shops
- 3 shop vans

3. Principal Accountabilities

To coordinate the delivery and collection of furniture and stock across 2 vans

To drive the large charity shop van,

Manage stock rotation around 10 charity shops

Carry out daily, weekly, monthly vehicle maintenance checks.

Ensure daily paper work completed for both vans.

Ensure research on routes planning and locations of pickups to avoid delays and unnecessary mileage.

Dismantle and assemble furniture and donated items as required.

Coordinate and complete house clearances as required

Ensure that all furniture collected in fit for sale after initial inspection

4. Knowledge, skill and experience

- Full driving license
- Good local knowledge
- Previous driving experience
- Van maintenance skills
- Ability to plan and prioritise work load
- Customer service skills
- Ability to communicate at all levels
- Able to delegate work effectively
- Previous furniture removal experience

5. Job Context

The post is an important role ensuring the smooth delivery and collection of items across the branch area and is key in enabling the shops to meet delivery and collection times promised to customers.

NB. This job description is a statement of the job content agreed at July 2020. It should not be seen as precluding future changes.

Job Holder's signature _____ **Date** _____

Line Manager's signature _____ **Date** _____



RSPCA Halifax, Huddersfield & District Branch

Person Specification

Charity Shop Manager

	Essential	Desirable
EDUCATION & TRAINING	<ul style="list-style-type: none"> • Good general level of education, at least to GCSE standard or equivalent 	<ul style="list-style-type: none"> • Retail management qualification
EXPERIENCE	<ul style="list-style-type: none"> • Comprehensive retail management experience • Proven line management experience • Experience of managing budgets and accounts • Experience of handling difficult people management issues • Experience of cash handling and financial management procedures (including completion of sales records) 	<ul style="list-style-type: none"> • Charity retail management experience • Experience of managing a gift aid system for donated goods • Experience of recruiting and working with groups of volunteers • Training, coaching and mentoring skills
SPECIAL SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> • Excellent communication skills both written & oral • Computer literate • Ability to motivate and influence others • Ability to prioritise workload, balancing competing demands • Ability to meet tight deadlines • Knowledge of health and safety legislation 	<ul style="list-style-type: none"> • Understanding of charity law • Understanding of employment law
PERSONALITY & DISPOSITION	<ul style="list-style-type: none"> • Sympathy with the RSPCA's aims and policies • A proven leader with drive and enthusiasm • Calm under pressure • Resilient in the face of setbacks • Ability to relate well to people from all backgrounds • Honest, trustworthy and reliable 	<ul style="list-style-type: none"> • Ability to be flexible when working with volunteers, willing to seek compromise rather than the "perfect solution" • Willingness to learn and acquire new skills through training and development
SPECIAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Willing and able to work longer than the contracted hours when the job demands • Willing and able to travel around the Branch area and work at other charity shops if required 	<ul style="list-style-type: none"> • Full valid UK Driving licence



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