



## **JOB DESCRIPTION**

<b>Job Title</b>	House Clearance Operative
<b>Department</b>	Income Generation
<b>Responsible to</b>	Retail Operations Manager
<b>Responsible for</b>	Volunteers
<b>Hours</b>	Must be flexible to work irregular hours as demanded by the requirements of the post.

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### **1. Job Purpose**

To contribute to fundraising of St. Oswald's to achieve maximum profit and sales targets and promoting the ideals of St Oswald's Hospice through Retail & House Clearance operations.

To carry out the physical operation of a House Clearance in agreement with the Central Retail team.

To be able to drive Hospice vehicles up to 3.5 tonne.

To supervise volunteers and work placements.

To undertake any other reasonable duties that may be requested by Central Retail, Operations Manager or Head of Retail.

Ensure SOH policies and procedures are adhered to at all-time especially correct Moving & Handling/Health & safety.

### **2. Key Tasks/Duties and Responsibilities**

To remove all items from arranged House clearance in agreement with Logistics Manager and Operations Manager

To assist with the safe disposal of waste

To collect and distribute furniture, stock & equipment throughout the region

To ensure the accurate completion of daily travel logs

To adhere to the company safe driving policy and legal legislation

To follow the risk evaluation and operation of each individual house clearances

To promote high standards of customer service both externally and internally

To ensure the House Clearance Service comply with relevant legislation

To contribute towards ensuring that the Hospice's exposure to risk is minimized through safe practice and awareness of health and safety and infection control

To ensure the maintenance of high standards of presentation and security, ensuring all stock is correctly handled and processed

To ensure high standards of cleanliness and maintenance of property and equipment reporting any problems directly to the central retail management team.

To participate and contribute to Retail team meetings

To promote the ideals and philosophy of St Oswald's Hospice.

### **3. Self Development**

To undertake appropriate personal development and maintain, develop skills and knowledge as determined by the annual review and development meetings and subject to the availability of resources.

### **4. Working Relationships & Team Working**

To work as a positive team member at all times by promoting the ideals of St Oswald's Hospice and being a positive ambassador for the Hospice.

To establish effective working relationships with colleagues and work as part of the Fundraising and Retail team contributing to the successful operation of the function.

To develop strong working relationships with all shop managers, Central Retail and all members of staff and volunteers to ensure the smooth operational running of St Oswald's retail department.

To work in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and thereby generating a positive image of St Oswald's.

To contribute to the maintenance of St Oswald's credibility and reputation.

### **5. Conduct**

To behave in a professional manner at all times, reflecting and maintaining the values and ethos of the organisation and generating a positive image of St Oswald's.

To adhere to all St Oswald's policies and procedures to ensure that these are maintained at all times.

To promote and maintain positive and constructive working relationships with all staff and volunteers.

### **6. Health and Safety**

To adhere to St Oswald's Health and Safety policy as set out in St Oswald's Health and Safety policy statement.

To monitor and maintain a safe working environment and working practices at all times and report any unsafe conditions or potential hazards.

This role requires a lot of moving and Handling tasks therefore you need to ensure that good manual handling practices are followed and volunteers are correctly supervised

To attend all health and Safety training SOH deems mandatory.

## **7. Other**

To undertake any other duties as appropriate within the competence level and general level of responsibility of the post as required by Central Retail.

This job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

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**Risk Assessment:** A generic retail role risk assessment for this post has been completed. No other additional risks identified

**Prepared by: Andrew Moir, January 2023**



**St Oswald's  
Hospice**

**PERSON SPECIFICATION**  
**House Clearance Operative**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	Full driving licence for at least 2 years Basic secondary education but no formal qualifications	
<b>SKILLS</b>	<ul style="list-style-type: none"><li>• Physically able to undertake the full remit of the role.</li><li>• Excellent customer service skills</li><li>• Good verbal communication skills</li><li>• Good organisational skills</li><li>• Able to work individually and as part of a team</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of furniture, antiques and collectables</li><li>• Working with the public &amp; volunteers</li></ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"><li>• Able to develop good working relationships and communicate effectively.</li><li>• Self motivated.</li><li>• Resilient.</li><li>• Able to plan and manage own time effectively</li></ul>	<ul style="list-style-type: none"><li>• Empathy with St Oswalds values and environment</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Good knowledge of the local area</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of infection control</li></ul>
<b>OTHER</b>	<ul style="list-style-type: none"><li>• The post holder must be 21+ to fulfil the vehicle insurance criteria</li></ul>	

Date: January 2023