



JOB DESCRIPTION

Job title:	Retail Logistics Crew Member
Department:	Retail
Responsible to:	Retail Services Manager (RSM)
Supervised by:	House Clearance & Transport Team Leader (HC&TTL) & (RSM)
Responsible for:	Retail Volunteers (shared)

The Role

To be responsible for driving, loading, unloading of the van and the day-to-day collection/delivery of stock under the guidance and instruction of (HC&TTL) & (RSM).

To contribute to fundraising for St. Oswald's by the collection and delivery of stock/goods to and from the Hospice, the Retail shops, members of the public and other agencies as directed within the Northeast area.

To promote the Retail Gift Aid scheme to all customers.

To support the House Clearance Service, with the aim of maximising sales and profit ensuring a professional service is delivered at all times

To assist with general maintenance duties within St Oswalds Retail outlets and assist with external events.

Key Outcomes and Responsibilities

Collection and Distribution

Collect and deliver stock/furniture from individual donors ensuring that they are as described by the donor, in saleable condition and correctly labelled to meet all legal requirements. Where necessary to explain to customers why items cannot be accepted in a clear and courteous manner.

Collect and deliver stock from our Retail shops and partner agencies following a daily schedule.

Safely moving furniture and heavy goods in and out of customer and retail premises, taking care to cause no damage or injury.

Supervise volunteers and work placements who are assisting as van crew in daily tasks.

House Clearance

To carry out house clearances, to organise the safe loading of the van, ensuring items are not damaged in transit.

To liaise with all parties involved with the house clearance, ensuring a smooth operation of removal and delivery of furniture.

To undertake a wide range of duties to include the sorting and packing of household contents and items within garages/outbuildings. Assisting with a general house cleaning when required.

To prioritise workload accordingly with guidance from the House Clearance Team Leader.

To dispose of unwanted items from the house clearance in the appropriate manner. Recycling where possible to help keep disposable costs to a minimum.

To complete all paperwork in accordance with the systems in place.

Van Responsibilities

To take responsibility for the security of the van and its contents during working hours.

To record all journeys in accordance with the vehicle log system.

To ensure van weight limits are strictly adhered to at all times

To carry out vehicle safety check before commencement of driving

To make all vehicle checks daily in accordance with the vehicle check sheet and report any defect, damage or accident to the HC&TTL.

To check and replenish van consumables and equipment after each job.

To keep the van clean and tidy externally and internally.

Other Responsibilities

To assist our Retail shops with light maintenance such as changing light bulbs.

To work with volunteers to create a happy working environment and to increase efficiency and job satisfaction.

To assist in the recruitment and training of volunteers.

To promote the Gift Aid offer, ensuring paperwork is completed accurately and items are correctly labelled following information governance guidelines.

On occasions to assist within other areas of the retail department as requested by management.

Special Features of the Job

Such as requirements to work outside of standard office hours, with prior agreement with line manager. This role entails heavy lifting and can be very dirty dusty work.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

Risk Assessment: Logistics Risk Assessment and House Clearance Risk Assessments are in place and reviewed annually.

Disclosure Level: An Enhanced Criminal Records Check is required for this post.

Prepared by: Brenda Hodgson, Retail Services Manager

Agreed / Signed By: 27.05.2025

About you

Qualifications, Training and Education

You will have held a full driving licence for at least two years and be aged 21 years or over for insurance purposes.

Good general education to GCSE or equivalent level is desirable

Experience

The successful candidate will be confident and experienced in driving a vehicle up to 3.5 tonnes, customer focussed and be confident working alone as well as part of a team.

Excellent communications and interpersonal skills

Well-developed ability to organise and prioritise workload

Being able to work under pressure to meet deadlines

Able to undertake manual handling duties safely, including lifting items of furniture

Experience of driving vans and delivering goods

Precise, organised and methodical

Desirable experience;

Worked in furniture removal or similar business

Undertaken Moving & Handling training in last 12 months.

Experience of assessing risks

Working in a customer service industry, retail or hospitality.

Knowledge

Good knowledge of the local area.

Knowledge of correct way to move & handle objects

Desirable knowledge;

Knowledge of working in the charity sector

Knowledge of working with volunteers/work experience placements

Qualities

Understands and able to respect confidentiality at all times.

Self motivated

Empathy with St. Oswald's aims and values.

Skills

Physically fit to undertake the full remit of the role

Able to work individually and as part of a team

Able to communicate well with members of the public and colleagues.

Hands on approach

Calm, flexible and courteous, helpful attitude

Willingness to be flexible when working days and hours to meet business demands

A positive can do attitude

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Arrangements

Core working is Monday – Friday 8.00am - 4.00pm

It may on occasion be necessary to work some Saturdays, evenings/weekends according to a pre-arranged schedule and prior agreement.

Applying for this role

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!