



Job Title: Distribution Services Drivers Assistant*

* We are open to this role being either a driving / non-driving role

Salary: £20,319 (£10.42 per hour)

Location: Maidenhead

Hours: 37.5 hours per week, working 5 out of 7 (weekends on a rota)

Reports to: Distribution Centre Manager

Purpose of Job:

To operate an efficient and customer focussed collection and distribution service of donated stock to Thames Hospice, from donation address to main Distribution Centre and retail outlets. Responsible for ensuring high standards of safety and delivering high customer service standards at all times.

Main Tasks:

1. To support the collection of donated stock onto and off the van, utilising all available equipment to ensure personal safety, safety of colleagues and to avoid damage to goods and property, i.e. tail lifts, ramps, sack barrow, straps etc.
2. To support the delivery of stock safely and securely to required destination, in accordance with the distribution schedule
3. To support the delivery and collect of furniture from donor's / customers' homes and return then to the Homestore and assisting the team with the safe storage of the furniture
4. To work as part of a team with regard to unloading of stock, safe storage and distribution of stock to all retail outlets including the careful distribution of new goods
5. To assist in the Distribution Centre, Homestore, if required, with other ad hoc duties, i.e. answering telephone, assisting customers

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our Values

Our values are the essence of our culture and inspire our behaviour. They are:

Compassion – we treat everyone with kindness and compassion, providing a secure and caring environment

Ambition – our desire and determination to succeed in meeting the growing needs of our local community

Respect – we believe in treating everyone with dignity and respect

Excellence – we are committed to delivering and demonstrating excellence in everything we do

Person Specification

Please note that all criteria are essential unless otherwise stated

1. Specialist Knowledge & Experience

- 1.1. Ability to safely lift and move goods and equipment
- 1.2. Experience of working in a customer service environment (*desirable*)
- 1.3. Experience of working within property removals (*desirable*)
- 1.4. Knowledge of basic health and safety regulations (*desirable*)

2. Organisation

Ability to organise time effectively, prioritising workload and meeting deadlines

3. Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others

4. Resilience

Ability to remain calm and self-controlled under pressure

5. Communication

Experience of communicating effectively, adapting style to suit the audience

6. Team Working

Ability to develop effective and supportive relationships with colleagues

7. Building Relationships

Ability to quickly build a rapport and establish professional relationships with others, based on trust and understanding

8. Customer Focus

Ability to put the needs of customers first and look after their interests