



Job Profile & Person Profile

- Position:** Retail Van Driver
- Responsible to:** Shop Managers/Assistant Shop Managers (Shop Management Team) Chair of the Shop's Management Committee (SMC). The Area President has ultimate responsibility for shop staff within their Area.
- Overview of role:** Offer every assistance to retail shop teams to increase sales & profits for the benefit of local communities, to assist Conferences in getting essential household items to people in need and to be an ambassador for the Society of St Vincent de Paul, supporting and endorsing the aims and values of the organisation

Job Profile

Van procedures:

- Support SVP Conferences by delivering essential household items to people in need
- Support Vincent's shops by collecting and delivering clothing and furniture. Ensure that all furniture is safely secured in vehicles and all parts are intact
- Support Vincent's shops by assisting with furniture assembly & shop displays and removing (to the dump) any rubbish or unsalable furnishings
- Ensure textile clothing banks are emptied with sufficient regularity
- Implement all directives from the SMC, Belfast Regional Office and Dublin National Office

Stock management (donated & new goods):

- Generate quality donated goods and achieve the agreed processing targets in order to maintain shop density levels, whilst complying with pricing guidelines
- Minimise stock loss of new goods through effective management and control of stock administration procedures, including quarterly stock take (applicable shops only)
- Ensure that effective processing systems are in place within the stockroom to support the needs of the sales floor
- Follow agreed SVP procedures on stock management throughout the sales floor and stockroom, whilst maintaining compliance with Health & Safety regulations

Van standards:

- Maintain a high standard of customer service. Ensure clients are dealt with in a polite and efficient manner. Property must be handled with care at all times
- Ensure all vehicles are roadworthy and maintained on a weekly basis by checking water, oil, tyre pressure etc. Report any mechanical or other defects to the Shops' Management Committee immediately
- Ensure that all vehicles are kept clean and tidy and cleaned out at least once a week
- Ensure no Society vehicle is damaged. Ensure the Driver's Assistant always gets out of the van and guides the driver when reversing.
- Ensure that no violation of the Road Traffic Act is breached when you or other drivers are using Society vehicles.
- Ensure that verbal and written reports of any damages to vehicles are passed immediately to the Shops' Management Committee
- Present a good image and 'face of SVP' at all times.

Working with others:

- Be willing to work reasonable additional hours and to perform any other additional duties as and when required to meet the needs of the business
- Travel to meetings and training sessions as required
- Have basic knowledge of SVP's structures and current activities
- Engage and support fund raising and marketing initiatives

Paid team members:

- Work with the SMC to effectively recruit, induct, train, develop and retain paid team members and help to maximise their potential and ensure they comply with procedures
- Keep the van adequately staffed at all times, including days off and holidays, in order to maintain levels of service. Ensure cover for own holiday periods
- Ensure that all instructions and information received is communicated to van team members and is actioned on a regular basis using the appropriate communication tools

Voluntary team members:

- Effectively induct, train, develop and retain van volunteers and help to maximise their potential and ensure they comply with procedures
- Keep the van adequately staffed at all times, including holidays, in order to maintain levels of service
- Use appropriate communication tools to keep volunteers up to date with SVP's performance and development
- Ensure that volunteers comply with SVP's policies and procedures with specific reference to the volunteering policy and health & safety

Administration:

- Ensure all documents are completed, (e.g. collection/delivery notes signed, vehicle checklists, mileage sheets, fuel receipts) and returned to the Shop Team daily
- Assist in planning the best and most economical routes for collections and deliveries. Work with Shop Teams to ensure an effective time management programme is operated
- Ensure all requests for practical help are administered confidentially and via the appropriate channels
- Comply with SVP van administration procedures (as detailed in the Van Drivers' and Furniture Manuals) and all other directives within agreed timescales
- Ensure a satisfactory level of compliance in respect of SVP audits and health & safety audits

Security, environment and health & safety:

- Ensure vehicles are securely parked and locked each day and that any shutters/gates are locked
- Ensure that all SVP policies and procedures, including equal opportunities, are correctly followed at all times by all team members
- Minimise the environmental impact of van activities, ensuring that environmental policies and procedures are followed at all times by all team members
- Comply with SVP health & safety policies and instructions and report any maintenance or other security/safety concerns to the SMC
- Ensure manual handling guidelines are followed at all times by all team members

Person Profile

Essential skills, knowledge & experience:

- Proven multi-drop van driving experience
- Good local geographical knowledge
- Good interpersonal skills
- Ability to use initiative
- Good time management and prioritisation skills
- Flexible 'can do' attitude and the ability to adapt to change
- Proven ability to complete administration paperwork
- Ability to effectively organise and plan

Desirable skills, knowledge & experience:

- 2 years multi-drop van driving experience in past 5 years
- Management or Supervisory experience in the service sector
- Proven ability of very basic maintenance (checking oil, water, tyres, etc.)
- Clean driving licence (for insurance purposes)
- Proven customer service skills

Selection criteria may be enhanced shortlisting purposes, including using desirable criteria.