**JOB DESCRIPTION**

**JOB TITLE: Bank Van and Warehouse Assistant**

**JOB PURPOSE:** To support the Van Drivers with delivery and collections as required and providing general help and support in our warehouse.

**ACCOUNTABLE TO**: Newhaven Furniture Warehouse Manager in store, Van driver when working on the Van.

**LOCATION:** Newhaven Furniture Warehouse

**HOURS**: As required.

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**DUTIES AND RESPONSIBILITIES**

1. Assist with moving and organising stock across the warehouse and other Age UK East Sussex venues.
2. Ensuring all Health and Safety procedures are carried out.
3. Supporting the Van Driver on the Van in accordance with our processes and procedures.
4. Assist the Van Driver with carrying out daily checks on the van to ensure it is safe and well maintained.
5. Deliver excellent customer service to all customers.
6. Conduct deliveries and collections to customers’ homes with due care and attention.
7. Maximising Gift Aid opportunities.
8. Conduct house clearances in line with procedures and guidance.
9. Conduct manual handling duties in line with Manual Handling Training.
10. Actively support the Warehouse team in any duties required of the role.
11. You will need to have a strong background in manual handling and must be physically fit and able to move large volumes of stock and/or fixturing around regularly (including but not limited to up/downstairs, on/off vans, to/from customer vehicles, and across the shopfloor and stockrooms). You will be required to lift heavy and/or large items at times.

**Other**

1. To work within the policies and procedures adopted by Age UK East Sussex with particular attention to equal opportunities, confidentiality, safeguarding adults at risk and health and safety requirements.
2. To be prepared to alter agreed weekly working arrangements on occasions to be able to attend meetings and events and/or to cover other team members' sickness or annual leave.
3. To understand and act within our quality frameworks (currently ISO9001 and Quality Counts).

1. To ensure that template (standard) documents for the service are developed, stored, and reviewed in accordance with the template document procedures.
2. To cross promote all AUKES services, products, and commercial activities.

**Training**

1. To complete relevant training as agreed with your manager.
2. To be committed to your professional development.
3. You would be required to work additional days for four weeks to undertake training with the Manager in the procedures and practice of the organisation.

**Changes to this document**

1. Age UK East Sussex intends to review this document on an annual basis to best suit the changing nature of the role as the service develops. Any changes will be made by mutual agreement.

**Person Specification**

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| --- | --- | --- | --- |
| Attribute | Quality | Essential/  Desirable | Assessed |
| Education/  Qualification | GCSE or equivalent English and Mathematics. | E | Application |
| Experience | Experience of furniture removals  Experience in delivering high quality customer service.  Stock sorting and warehouse experience  Charity retail experience | D  E  D  D | Application |
| Knowledge | Geographical knowledge of the local and surrounding areas  Knowledge of safe manual handling  Knowledge of furniture fire regulations  A good standard of computer competency and literacy | D  D  D  D | Interview |
| Skills and Abilities | Good communication skills  Good time keeping  Ability to work as part of a team  Ability and willingness to travel throughout East Sussex and to work flexible hours on occasion in order to meet the demands of the role  Good organizational skills  Empathetic approach and ability to listen to, understand and respond to the needs of older people | E  E  E  E  E  E | Interview |
| Other | Commitment to delivering a high quality service  Commitment to adhering to Health & Safety procedures  Commitment to equal opportunity to all members of the community  Willingness to learn new skills and acquire knowledge appropriate to the tasks outlined in the job description.  Willingness to work unsociable hours when required | E  E  E  E  E | Interview |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

Employee Name.............................................................................................................

Signature.........................................................................................................................

Date.................................................................................................................................