

## Job Description

<b>Job Title</b>	<b>Furniture Shop Drivers</b> <b>Zero hours</b> <b>£11.44 per hour</b>
<b>Responsible to:</b>	<b>Retail Manager</b>
<b>Job Purpose</b>	To support an Age UK Derby & Derbyshire (AUKDD) charity furniture shop & warehouse, ensuring sufficient appropriate stock is collected and purchases delivered to customers to provide a high quality retail service in order to achieve agreed performance targets raising funds to support AUKDD charitable activity.

### Main Duties and Responsibilities

#### Income

Work closely with the Manager to:

- Maximise shop income and achieve agreed performance targets.
- Maximise opportunities for local fundraising.

#### Premises

- Ensure shop premises are clean and tidy at all times and that goods are displayed in an attractive and presentable manner.
- Ensure that all statutory responsibilities are met, including Fire and Health & Safety regulations.
- Hold shop keys and responding to emergency call out if and when necessary.

#### Vehicle

The Retail Group has a vehicle for stock collection and delivery. The vehicle is a 'Luton' box van type with a tail-lift for the safe and effective transfer of heavy or bulky items. Tasks include:

- Ensuring the vehicle is safe to drive, clean and well-presented using a daily use checklist and reporting issues.
- Driving the vehicle, collecting stock for the shop and delivering items to purchasers.
- Parking the vehicle in the secure parking provided or in appropriate spaces, securing the vehicle and ensuring no items of value are left in the vehicle.
- Ensure the vehicle is cleaned inside and out on a regular basis.
- During essential maintenance or repairs the Manager will organise use of local small removals firms, managing stock control and storage to minimise additional expenditure.

#### Staff

- Work cooperatively and closely with the Manager ensuring available staff hours maximise shop opening hours and facilitate the collection and delivery of furniture.

#### Stock

- Handle stock safely following risk assessment and moving and handling best practice and supporting the shop team ensuring their safety and wellbeing at all times.
- Work under the direction of the Shop Manager to generate stock donations to meet sales requirements including local promotion.
- Work under the direction of the Shop Manager to select and collect furniture, bric-a-brac, soft furnishings and small electrical items and prepare and display to achieve the maximum sale price. Selection includes communication with potential donors, home visits and agreeing or rejecting items for donation.
- Receive, sort, price and display stock in accordance with AUKDD guidelines.

## **Public Relations**

- Working with the Chief Executive, Retail Manager, Shop Manager and other AUKDD staff to:-
  - Publicise the shop
  - Enhance the AUKDD image through a professional retail service, ensuring that all queries about AUKDD services are answered promptly and that information held in the shop is up to date
  - Maintain good relations with the public, trade councils, landlords and neighbouring retailers
- Provide customer service which meets the needs of all customers and supports the Dementia Friendly Communities standards.

## **Administration**

- Ensure that all AUKDD administrative and financial procedures are followed including mileage records.
- To work within all AUKDD policies and procedures

## **Management, Training and Personal Development**

- Work with the Furniture Shop Manager in the creation and monitoring of your personal development plan.
- Work with the Furniture Shop Manager in two or more 1:1 Performance Reviews establishing performance targets and the support and actions needed to achieve them.
- Complete all required training courses in the required period including induction sessions, e-learning modules and utilise all opportunities for development.

## **Other Responsibilities & Requirements**

- Work closely with the Retail Manager and Shop Manager to ensure any problems in the shop are resolved quickly and effectively.
- Undertake any other appropriate duties required to achieve performance targets and realise the full potential of the shop.
- Undertake reasonable travel when necessary to attend meetings, undertake training activities or provide support to another retail outlet
- A flexible approach to working patterns to allow the shop to function effectively during periods of volunteer absence or to attend meetings
- To support the Equality & Diversity policies of AUKDD
- To help protect the welfare of all staff, volunteers and customers by adopting safe working practices and complying with Health & Safety Guidance.

## **Special Issues**

The nature of running a Charity Shop means that your role will involve:

- Processing stock which will regularly involve moving (sometimes heavy) furniture, soft furnishings, bags of stock and small electrical items. You will be on your feet for long periods of time and moving items frequently every day.
- On occasions you may be required to work on your own within the shop.
- You may have short periods of day to day responsibility for the shop, volunteers, the contents of the shop and the premises and the wellbeing of customers in the absence of the Shop Manager.
- The Shop is in a building including our Retail Warehouse (with its own Manager and team), depot for our Handyman and storage for several services which share access and facilities. The Furniture Store and its Manager, Assistant Manager and volunteer team will need to work closely and cooperatively together with other staff using the premises to enable all staff, volunteers and customers to be safe and to ensure the most effective use of resources.
- To ensure the Furniture Shop Support Workers represent the charity well and stay safe, staff will be provided with a simple uniform and protective equipment.

**Notes**

- *This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role.*
- *In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.*

**Person Specification**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Retail experience</li><li>• Driving licence and experience of medium sized commercial vehicles</li><li>• Sufficient strength and capacity to move and handle heavy and bulky items</li><li>• Excellent customer care skills</li><li>• A team player</li><li>• Good basic administrative and organisational skills in a busy environment.</li><li>• Commitment to Equality &amp; Diversity</li><li>• The ability to recognise stock potential and present goods attractively and safely</li></ul>	<ul style="list-style-type: none"><li>• Experience of working with volunteers</li><li>• Basic knowledge of Health &amp; Safety and Fire regulations and the ability to identify potential risks</li><li>• Commitment to the aims and objectives of AUKDD</li></ul>