



Community Furniture Store (York) Ltd
Unit 29, Raylor Centre
James Street
York
YO10 3DW

JOB DESCRIPTION

The Community Furniture Store is a registered charity that supports people to improve their homes and their livelihoods by reusing furniture and household appliances. We collect unwanted, re-useable furniture and electrical appliances and after processing (cleaning, testing, repair) these are sold at affordable prices through our Store. The Store is open to everyone and people with proof of a low income are eligible for 30% discount on our regular prices. The store also offers volunteer and work experience opportunities to local people finding it difficult to gain employment. All staff are expected to work with and support volunteers and trainees.

POST:	Warehouse and Delivery Team - Driver
RESPONSIBLE TO:	Warehouse Supervisor
Hours:	37.5 hours over 5 days initially Mon- Fri but with scope to include some Saturday working in the future We would also consider applications for part time working for 15, 22.5 or 30 hours per week
Salary:	£9.20 per hour

MAIN PURPOSE OF THE JOB

To be an ambassador for the store working as part of a team carrying out deliveries and collections of household goods, and processing donated goods to ensure that customers receive excellent service.

MAIN DUTIES AND RESPONSIBILITIES

Working on Vehicles

- Work with colleagues to load/unload the vehicles ensuring that the correct items are loaded, that this is done safely and in such a way as to prevent damage to goods in transit.
- Drive the company's vehicles in York and the surrounding areas in a safe, fuel efficient and courteous manner, respectful of other road users; and ensure that the vehicle is considerably parked and locked when unattended.
- Support planning each day's delivery /collection schedule in an efficient way that minimises the time taken, mileage and fuel use.
- Carry out daily maintenance checks on the charity's vehicle, reporting any issues immediately to the Operations Manager.
- Lift and transport household goods working with other staff and volunteers. This includes placing goods in the customer's property and can include carrying heavy furniture upstairs.
- Assemble/disassemble furniture where necessary both in the Store and at customer properties.

- Make discretionary decisions as to whether donated goods are suitable for collection or not, following organisational policy and procedures; communicate politely with customers on this matter.
- Record all collections and deliveries accurately using the Store's Cybertill system.
NB This may involve using an electronic tablet in the future

Working in the Warehouse

- Process donated goods including cleaning and disinfecting of furniture and processing paint in line with the company's procedures.
- Work with others to lift, transport and arrange items within the Store ensuring these are placed safely and as requested by the Operations Manager.

General

- Carry out ongoing risk assessment to ensure the highest standards of health and safety at all times, minimising the risk of harm to yourself, colleagues, customers and the general public.
- Ensure that best practice is followed at all times to minimise the spread of COVID infection.
- Support and supervise volunteers working with the Collections and Delivery team
- Transport non-saleable goods to the Waste Recycling Centre making sure that that items are separated to maximise the amount that can be recycled and that appropriate waste transfer notes are collected and handed to the Operations Manager.
- Carry out general duties to support the running of the Store including participation in the cleaning rota.
- Work respectfully and cooperatively with others, including volunteers, at all times
- Undertake other reasonable duties relating to the running of the stores, as requested by the Operations Manager or the Store Manager.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Experience/ Knowledge	
Experience as a delivery driver working on a 3.5 tonne van	Leading a delivery team
Knowledge of the road network in York and surrounding areas	Experience of retail or warehouse work
Work involving face to face customer service	Work in a charitable organisation
	Work with volunteers and people on work experience placements
Skills/Abilities	
Physically able to lift heavy and awkwardly shaped items, in conjunction with others where necessary	Basic understanding of vehicle mechanics
Courteous and friendly manner	
Willing and able to work with people with a diverse range of personalities and abilities	
Proven team worker	
Able to use own initiative to solve problems	
Good spoken English and listening skills	
Able to deal calmly with difficult situations	
Writing and numeracy skills	
Ability to use IT systems to plan work and record collections and deliveries	
Basic DIY skills for furniture assembly, etc	
Qualifications	
Full clean driving licence (max 3 points)	Customer Service qualification
	Qualified First Aider
Other	
Understanding of and commitment to equal opportunities in practice	
Commitment to the aims and values of the charity	
Able to work Saturdays	

NB It is proposed to introduce Saturday deliveries at some stage in the foreseeable future. Staff will work alternate Saturdays with an agreed day off the following week.

This job involves work with vulnerable adults, and the postholder will be required to undergo an enhanced DBS check.