

Role Outline - Volunteer Driver (Centre)

Volunteer Role:	Volunteer Driver (Centre)
Charity:	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
Location:	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
Reports To:	Animal Care Manager (ACM)/duty manager or nominated employee

1. Overall Purpose of the Role

To provide transportation for animals in, or coming into, Branch care and support for those animals in foster care, collection of donated goods, collection boxes, animal feeds, establish good customer, supporter and volunteer relations, ensure administrative procedures are maintained

2. Principal Responsibilities

General Animal Care

To support the Animal Care Manager (ACM), staff & volunteers with the transport and care of animals during transit, attend to the needs of individual animals, this may include the following volunteer activities:

- To handle and restrain animals
- To exercise dogs safely and appropriately if undertaking long journeys
- To provide food and water for animals as appropriate
- To administer animal first aid and treatments as required
- To ensure animals are transported in the vehicle within accommodation that is safe, secure and fit for purpose.
- To ensure animals are housed appropriately (i.e dogs, cats & rabbits are not kept in the same area)
- To ensure that all large dogs travel with the divider removed.
- To ensure cats and rabbits are placed in a suitable, secure and enclosed carrier

Collections and Deliveries

- To organise your route to minimise journey time and maximise fuel efficiency
- To collect donated food, goods and financial donations (including RSPCA collection boxes) from members of the public, stores (e.g. Pets at Home) and other sources
- To ensure all manual handling rules are followed
- To ensure loads are secured and evenly distributed
- To ensure that any carriers removed to facilitate an animal moved are replaced at the end of the journey

Customer Care

- To treat customers in a polite, friendly, positive and helpful manner
- To refer any customer complaints to the ACM/duty manager

Cleaning & Hygiene

- To thoroughly clean and disinfect any animal carriers/cages used and replace animal bedding after each journey
- To clean the inside and outside of the van once a week
- To follow all biosecurity procedures in place at the centre & follow guidance from the RSPCA's veterinary department

Maintenance

- To report any faults with the vehicle to the ACM/duty manager
- To complete a vehicle safety check both before and after use of the centre van, reporting any issues to the ACM
- To ensure that tyre pressures are correct, that oil and water levels are maintained and that the vehicle has sufficient fuel in preparation for the next user

Observation, Reporting and Record Keeping

- To record animal information on the animal movement form
- To record the start and end mileage in the appropriate book
- To maintain records, registers and statistics as required by management

Security

- To ensure that the Branch vehicle and contents are secure when unattended

Health & Safety

- To complete all relevant health & safety training, including online training modules
- To complete an initial online driver assessment with our insurers (then repeat annually, or as required)
- To undertake the appropriate annual checks of the drivers licence (including those required by the charity, its insurers and the DVLA)

While at work staff & volunteers are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed
- To cooperate with all Branch and Society policies and procedures for health & safety
- To report any health and safety concerns to the ACM/duty manager

General

- To attend volunteer meetings and undertake volunteer training courses (online and face-to-face) as required

3. Role Context

- Work is assigned by the ACM/duty manager or nominated employee
- Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society's veterinary guidelines and other relevant RSPCA policies, procedures and advice
- Volunteers are supported by the ACM/duty manager or nominated employee

4. Training & Support

- All drivers must successfully complete the online drivers training course
- Training in the specific role will be provided as part of the volunteer induction process
- All volunteers are required to undertake basic online Health & Safety (H&S) training as part of the volunteer induction process: this is a requirement of our insurers and upon completion ensures the volunteer is covered by our insurance provider (n.b. we can facilitate access to online training if you are otherwise unable to access the course)
- Volunteers are encouraged to sign up for the Learning Hive (the RSPCA's online training facility), which gives them access to a range of RSPCA training courses, including RSPCA standard procedures training

5. Additional Information

- Volunteers may, on occasion, be asked to assist staff & volunteers with other activities at the centre
- The role may involve the lifting and carrying of heavy items

(n.b. this role outline is a statement of the volunteer role as of February 2025. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

Person Specification

Volunteer Role: Volunteer Driver (Centre)

Requirements	Essential	Desirable
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English NVQ Level 2 in Animal Care (or equivalent proven knowledge & experience) RSPCA Standard Procedures
<i>Experience</i>	Experienced driver, ideally with a background in collection/delivery Full UK drivers license (ideally with less than 6 penalty points for insurance purposes [n.b. licence checks will be undertaken]) MUST be over 21 years old (for insurance purposes) MUST have successfully completed and passed the online drivers training course through Griffiths and Armour (the charity's insurers) Minimum of 1 year's driving experience since successfully passing the driving test	Previous experience of collection/delivery work Previous experience as a volunteer Previous experience in the charitable sector Experience of working with the general public and/or in a customer care environment Previous experience of animal transport Experience of owning and caring for dogs, cats & rabbits Experience of animal handling including, but not limited to, dogs, cats & rabbits
<i>Special Skills & Knowledge</i>	Good oral and written communication skills. Good interpersonal skills including the ability to communicate at all levels Proven ability to work under direction but equally able to use their own initiative Proven ability to prioritise workload	Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice Understanding of the need for confidentiality and ability to observe GDPR (data protection) requirements Basic knowledge of health and safety regulations Additional training in: <ul style="list-style-type: none"> • animal handling • animal first aid • grooming & coat care
<i>Personality & Disposition</i>	Demonstrable willingness to learn and acquire new skills through training Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm A flexible and collaborative approach to colleagues both staff and volunteer Honest, trustworthy and reliable	Ability to remain calm under pressure
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English

		NVQ Level 2 in Animal Care (or equivalent proven knowledge & experience) RSPCA Standard Procedures
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