



# RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

Registered Charity No: 232253

## **Role Outline - Volunteer Driver (Shops)**

<b>Volunteer Role:</b>	Volunteer Driver (Shops)
<b>Charity:</b>	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
<b>Location:</b>	RSPCA Lancashire East Branch Charity Shop: 6 St James Street Burnley Lancashire BB11 1NG  and/or  RSPCA Lancashire East Branch Charity Shop: 33 Castle Street Clitheroe Lancashire BB7 2BT
<b>Reports To:</b>	Charity Shop Manager (CSM)/duty manager or nominated employee

### **1. Overall Purpose of the Role**

To support the Charity Shop Manager, Deputy Manager and other staff/volunteers by undertaking the collection of donated goods and collection boxes, transporting stock between sites to help maximise the sale of donated/new goods and so raise funds to support the work of the charity

### **2. Principal Responsibilities**

To provide a positive customer service experience, collect donated goods from donors, and transport stock between sites, this may include the following volunteer activities:

- To collect donated goods from supporters
- To deliver donated goods and rotate stock between the Branch retail outlets (shops and centre)
- To organise collection routes ensuring good time and resource management
- To undertake basic weekly vehicle maintenance & safety checks completing the appropriate records
- To check tyre pressures and condition before each use and address issues as appropriate (e.g. inflate tyres)
- To maintain appropriate records of vehicle maintenance, safety checks and journeys
- To collect & replace charity collection boxes, returning the sealed & unopened boxes to the animal centre or charity shop management teams for processing
- To promote the work of the RSPCA and support its local and national campaigns

#### *Customer Care*

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

### *Maintenance*

- To report any faults with the vehicle to the relevant shop manager tasked with overseeing stock collection and rotation
- To complete a vehicle safety check both before and after use of the shop van, reporting any issues to the CSM
- 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

### *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 CSM/duty manager

### *General*

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

### **3. Role Context**

- Voluntary duties are assigned by the CSM/duty manager or nominated employee
- Voluntary duties are carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime and other relevant RSPCA policies, procedures and advice
- Voluntary duties are carried out in accordance with Trading Standards legislation
- Volunteers are supported by the CSM/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

### **5. Additional Information**

- Volunteers may, on occasion, be asked to assist staff & volunteers in the charity shop

- 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 September 2022. 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 (Shops)

<i>Requirements</i>	<i>Essential</i>	<i>Desirable</i>
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English
<i>Experience</i>	<p>Experienced driver, ideally with a background in collection/delivery</p> <p>Full UK drivers license (ideally with less than 6 penalty points for insurance purposes [n.b. licence checks will be undertaken])</p> <p>MUST be over 25 years old (for insurance purposes)</p> <p>MUST have successfully completed and passed the online drivers training course through Griffiths and Armour (the charity's insurers)</p>	<p>Previous experience of collection/delivery work</p> <p>Previous experience as a volunteer</p> <p>Previous experience in the charitable sector</p> <p>Experience of working with the general public and/or in a customer care environment</p>
<i>Special Skills &amp; Knowledge</i>	<p>Good oral and written communication skills.</p> <p>Good interpersonal skills including the ability to communicate at all levels</p> <p>Proven ability to work under direction but equally able to use their own initiative</p> <p>Proven ability to prioritise workload</p>	<p>Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice</p> <p>Some basic knowledge of health and safety regulations</p> <p>Basic IT skills</p>
<i>Personality &amp; Disposition</i>	<p>Demonstrable willingness to learn and acquire new skills through training</p> <p>Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm</p> <p>A flexible and collaborative approach to colleagues both staff and volunteer</p> <p>Honest, trustworthy and reliable</p>	Ability to remain calm under pressure
<i>Special Circumstances</i>	<p>Sympathy for animal welfare and the work of the RSPCA</p> <p>Willingness to cover extra volunteer shifts when possible</p> <p>Ability to work on the volunteer rota including some weekends</p>	Willingness to assist in the shop when necessary