



Furniture Shop Driver/Assistant Job Description

Salary	£24,784 Full Time Equivalent
Hours	15 hours per week (including regular weekends)
Responsible to	Shop Manager
Accountable to	Area Manager

Overgate Hospice is an independent charity with a mission to ensure that patients and those close to them live with the best possible quality of life. This is enabled by provision of the highest standard of compassionate and evidence-based specialist palliative and end of life care for adults in Calderdale who have active, progressive life limiting illness.

This job may close early if the correct candidate is found

Job Summary

Working for our Hebden Bridge Furniture and Vintage shop, the post holder will organise and carry out deliveries and collections of furniture and saleable items from donors throughout Calderdale.

The post holder will be a representative in the community, so we expect them to behave professionally at all times and integrate into the community.

Minimum Qualifications / Experience Required

Study to GCSE C Level or equivalent.

At least 12 months experience of working in a charity shop or warehouse.

Full driving licence over 2 years.

Key Working Relationships

Shop Manager and Shop team

Van and Shop Volunteers

Area Manager



Deputy Head of Retail
Head of Retail and Trading
Retail Team
Local Community
Volunteer Services Co-ordinator and Volunteers
Fundraising Team

Duties and Responsibilities

Collect and deliver donated items to and from our charity shops, primarily the Hebden Bridge Furniture & Vintage shop.

To take reasonable measures to prevent any loss of goods or any damage to goods whilst in transit.

To open and close the shop, if necessary, when the Shop Manager is unavailable.

Organise the collection and delivery service of items to ensure all customers items that have been donated are collected as soon as possible.

As part of this role, you will be required to engage in manual handling tasks, including lifting and carrying bags and boxes of donated stock. Training and guidance on safe manual handling practices will be provided to ensure your safety and wellbeing.

Promote the Retail Gift Aid scheme to all customers.

Ensure a high level of customer service is delivered at all times.

Keep the Overgate Hospice vans clean and tidy at all times.

Work with volunteer vans drivers and drivers' mates to ensure all collections are carried out safely.

Ensure all health, safety and manual handling guidelines are adhered to at all times by yourself and volunteers.

Collect goods from donors in accordance with the collections schedule ensuring they are in a fit condition for sale and have fire labels if needed

Assist with sales as required including helping customers load furniture into their vehicles

To unload the goods into the shop and carry into a designated area.

To assist the Shop Manager in recruiting and training volunteers in the stock procurement operation

Carry out daily routine maintenance checks on vans (tyres, oil, water, etc)

Drive in a competent manner at all times.

Takes responsibility for safe practice and awareness of health and safety and infection control thus ensuring that the Hospice's exposure to risk is minimised



To report accidents and incidents in a timely manner to the Shop Manager.

Overgate General Duties and Responsibilities

All employees must maintain a safe working environment in accordance with Overgate Hospices Health and Safety policies & abide by the Health and Safety at Work Act (1974)

All employees must undertake relevant mandatory training.

All employees must comply with all Hospice policies and procedures and always maintain strict confidentiality within the guidelines of the General Data Protection Regulations.

All employees must adhere to the Hospice’s Standards of Behaviour Framework and Values in all aspects of their work.

This job description is not exhaustive and will be subject to periodic review. The employer and the employee share responsibility to review and amend it as appropriate.

Safeguarding Children and Adults at Risk

All Hospice staff are required to act in such a way that at all times safeguards the health and well-being of children and adults at risk. Familiarisation with and adherence to the Hospice safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

Valuing Diversity and Equality

All employees should carry out their duties in accordance with the values and principles of valuing diversity and equity of provision. It is the responsibility of all employees to support the Hospice vision of promoting a positive attitude to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Hospice’s Equal Opportunities Policy.

PERSON SPECIFICATION

Attributes	Essential	Desirable	How Identified
Qualifications/Training			
Educated to GCSE level Grade C above or equivalent.	✓		
Clean, current driving licence (held for minimum of 2 years)	✓		Application Form
Knowledge			
Knowledge of the local area.	✓		Application Form & Interview
Knowledge of gift aid legislation		✓	Application Form & Interview
Experience			
Experience of working in a busy environment	✓		Application Form & Interview
Experience of working to timescales and deadlines	✓		Application Form & Interview



JD 2026 – Furniture shop Driver/ Assistant

Attributes	Essential	Desirable	How Identified
Experience of representing an organisation in a professional manner	✓		Application Form
Experience of prioritising own workload and working with minimum supervision	✓		Application Form
Experience of multitasking and working in an environment of multiple demands	✓		Application Form
Good timekeeping	✓		Interview
Excellent interpersonal skills	✓		Application Form & Interview
Computer literate and proficient in the use of Microsoft Office suite of programs	✓		Application Form & Interview
Ability to communicate verbally and in writing	✓		Application Form & Interview
Ability to work in a team which includes volunteers	✓		Application Form & Interview
Ability to maintain confidentiality	✓		Application Form & Interview
Excellent attention to detail	✓		Application Form & Interview
Excellent telephone manner	✓		Application Form & Interview
Experience of using databases		✓	Application Form
Experience of working within a team voluntary or otherwise		✓	Application Form & Interview
Personal Attributes			
Understanding of and empathy with Hospice environment	✓		Interview
Ability to deal with conflicting demands and pressures	✓		Application Form & Interview
Team player who earns the trust and respect of colleagues	✓		Application Form & Interview
Positive professional approach and image	✓		Application Form & Interview
Commitment to the purpose and values of Overgate Hospice	✓		Application Form & Interview
Emotionally Resilient	✓		Application Form & Interview