

# Job Description

## Retail Operations Driver

<b>Reports to:</b>	Retail Support Manager
<b>Hours:</b>	35 hours per week, Monday to Friday
<b>Location:</b>	Lisburn
<b>Campaign Service:</b>	Retail Operations
<b>Remuneration:</b>	£21,575

## Overall Purpose of Post

Cancer Focus is looking for a Retail Operations Driver to join our Retail team, offering an exciting opportunity for someone who has excellent customer service skills and enjoys working on their own initiative. The role will be varied, offering support to our network of charity shops, whilst providing a collection and delivery service for both our customers and donors.

If you have a friendly outgoing personality and think you can be a great ambassador for Cancer Focus, then we would love to hear from you.

Income raised in our charity shops supports local cancer patients on their cancer journey and your contribution will help to make a difference.

## Key Responsibilities

- Prepare Retail driving operations to fully support the Shop teams and help drive income.
- Create an efficient customer collection and delivery service for Retail.
- Provide excellent customer service and act as Cancer Focus Ambassador

## Specific Duties

- Prepare job schedule for the week ahead, to include collections, deliveries and support for shops.
- Hands on approach with daily driving duties with team.
- Capability to do heavy lifting of furniture for collection and delivery.
- Provide good customer service and act as an Ambassador for Cancer Focus.
- Review and update Collection and Delivery spreadsheet and confirm completion of jobs.
- Communicate schedule with shop teams so they are kept informed.
- Phone customers and donors in advance of planned schedule to confirm availability.
- Plan route ahead for efficiency and cost savings.
- Transfer stock between shops as agreed with the Retail Support Manager.
- Deliver shop supplies to all shops and remove excess waste as required.
- Accountable for securing the allocated vehicle and its contents at all times.
- Responsible for the security of the petrol card and retain receipts.
- Liaise with Retail Support Manager to assess priorities for the week and adopt a flexible approach to meet needs of Retail operation.
- To carry out PAT testing as required in the shops.

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

# Person Specification

## Retail Operations Driver

The below specification shows essential skills, abilities, knowledge and/ or qualifications required to be able to carry out the duties of this post. Therefore, please address in a covering letter, each criterion listed in the specification, drawing upon all of your experience, whether at work or on a voluntary basis.

### Essential Criteria

- Hold a full, current driving licence
- Friendly and outgoing personality with good communication skills
- Good customer service
- Capability to do heavy lifting
- Computer literate
- Prepared to travel extensively throughout Northern Ireland

# Additional Information

## Terms and Conditions of Employment

- Successful applicants must provide proof of their right to work in the UK. (This will be evidenced in the first instance by being in possession of a British or Irish passport or a valid UK Work Permit)
- Satisfactory reference checks
- Up to 12 months probationary period
- Evidence of appropriate vehicle documentation i.e. driving licence and insurance cover must be provided where the role necessitates travel on company business in own vehicle.

## Benefits

- Flexible working policy
- 25 days Annual Leave, plus 12 statutory days (pro rata for those working less than 35 hours per week)
- Two additional days of annual leave after five years' service and a further three days after ten years' service
- Healthcare Package
- Enhanced Maternity / Adoption Pay
- Enhanced Occupational Sick Pay Scheme
- Contributory Pension Scheme
- Employee Assistance Programme (EAP)
- Cycle to Work Scheme
- Life Assurance

## Disability

Cancer Focus NI is an Equal Opportunities Employer and all applications in accordance with the Disability Discrimination Act a person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

## Equal Opportunities

Cancer Focus NI is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

## Application Process

The closing date/time for submission of CV and cover letter is 5.00pm, 15<sup>th</sup> February 2024.

**Interview dates: Week commencing 26<sup>th</sup> February 2024**

If you would like to apply for this role, please submit an up-to-date copy of your CV and cover letter before this date/time to: [hradmin@cancerfocusni.org](mailto:hradmin@cancerfocusni.org) or, mailed to:

**Human Resources, Cancer Focus NI,  
40/44 Eglantine Avenue, Belfast, BT9 6DX**

**We cannot accept Applications received after the closing date/time.**

## Guidance Notes on Applying for role

Please ensure your CV is up-to-date and accurate. Cancer Focus NI will not make assumptions from the title of your post(s) or the nature of any employing organisation(s) as to your skills and experience gained.

- If you do not provide sufficient detail, including the appropriate dates needed to meet any eligibility criteria, your application may be rejected.
- ONLY the details provided by you in your CV and cover letter will be used for determining your eligibility for the post/shortlisting purposes.

## Contact Details

If you have any enquiries regarding the recruitment process, please contact Gwyneth Richards ([hadmin@cancerfocusni.org](mailto:hadmin@cancerfocusni.org)) or phone 028 9066 3281.