

Role Description: **Van Driver**

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| Hours: | 15 hours a week (12-month fixed term contract) <i>Working Pattern to be agreed with successful applicant</i> |
| Location: | The Open Hands Compassion Centre, LE1 2HP |
| Reports to: | Furniture Services Manager |
| Salary: | £12.71 per hour (National Living Wage) |

ABOUT US

Open Hands Trust is a Christian charity based in Leicester, dedicated to meeting practical needs and promoting dignity, hope, and community through compassionate care. We provide essential food, clothing, and furniture, alongside skills training and volunteering opportunities, empowering individuals to rebuild their lives.

We support some of the most vulnerable people in Leicester, including those experiencing poverty, homelessness, unemployment, and addiction. Many of the people we work with are asylum seekers, refugees, low-income families, or ex-offenders. Guided by Christian values, we prioritise building relationships, kindness, generosity, empowerment, and honour. We celebrate personal growth and believe in the transformative power of connection. Our work is made possible through the generosity of individuals, schools, businesses, churches, and funders.

VOLUNTARY SECTOR CONTEXT

Working in the voluntary sector is rewarding but requires flexibility and adaptability. As a small charity, Open Hands relies on factors like funding and volunteer availability, and staff may be required to take on a range of responsibilities to support the organisation's mission.

ROLE DESCRIPTION

The Van Driver will work alongside our staff and volunteer team to safely and effectively deliver the charity's furniture projects. The role comprises of driving a van; delivering and collecting charitable donations; organising the charity's furniture warehouse, catalogue and stock; working alongside and managing volunteers and repairing items of furniture.

Open Hands currently delivers the largest free & low-cost furniture provision service in Leicester, prioritising individuals' immediate and essential needs. We support approximately 200 households each year through the service. Through this service, we aim to embody love in action, improve recipients' quality of life, and promote their dignity.

Due to the nature of the growing charity and the increase in demand for our services, an independent and pro-active approach to work is necessary for success in this position. Training tailored to the role will be provided, and we encourage feedback so that we can support you and your development in the role.

KEY RESPONSIBILITIES

Service Delivery:

- Working as part of a team, undertake deliveries of items and collections of donations.
- Organise the daily van schedule.
- Provide excellent customer service and communication skills, liaising effectively with staff members, volunteers, guests and donors.
- Assembly and installation of furniture and white goods in people's homes.

Warehouse Organisation:

- Organise warehouse furniture stock including cataloguing items, preparing items for delivery, and undertaking basic repairs.

People and Resources:

- Motivate and oversee the work of volunteer teams, providing ongoing support and training to the team.
- Work collaboratively with staff and volunteers to support the charity's overall goals.
- Steward the charity's resources well, including the charity's warehouse, van, donations and the time of volunteers.

Safety and Security:

- Maintain a safe working environment.
- Ensure that furniture items, tools and equipment are stored safely.
- Maintain high driving standards and vehicle security.
- Maintenance and upkeep of the Open Hands van, including daily and monthly vehicle checks.
- Adhere to safe manual handling and personal protection procedures.

Teamwork and values:

- Maintain a positive, respectful and positive attitude.
- Model and uphold the charity's values, policies and ethos.
- Participate in Open Hands team meetings and training.
- Undertake training relevant to your role.
- Undertake other tasks as required by the organisation.

Van Driver: Person Specification

| Attributes | Essential / Desirable |
|--|--------------------------|
| SKILLS | |
| Physically fit and able to move items of furniture / white goods | E |
| Excellent verbal and written communication skills (in English) | E |
| Competent driver with full, UK driving license | E |
| Well organised with good time management skills | E |
| Able to identify problems, take initiative and bring creative solutions | E |
| Good working knowledge of IT equipment and software including the use of laptops and smartphones | E |
| Able to undertake basic furniture maintenance and repairs | E |
| Able to fit and install furniture and white goods | D |
| EXPERIENCE & KNOWLEDGE | |
| Experience of working alongside or leading volunteers | E |
| Knowledge of safe working practices and the importance of health & safety | E |
| Experience of working in the voluntary sector | D |
| Experience of working in a similar role | D |
| Experience of working with vulnerable people, including those who have experienced homelessness, those in poverty, asylum seekers and refugees | D |
| Understanding of the challenges and issues that those accessing Open Hands' services may face | D |
| Understanding of current safeguarding policy and practice for vulnerable adults and children | D |
| BEHAVIOUR | |
| Supports equality and is respectful of individuals from all cultures and backgrounds | E |
| Compassionate, and has a desire to help people | E |
| Works with a positive attitude as part of the team | E |
| A self-starter, confident to work independently | E |
| Willing to learn | E |
| Willing to work flexibly to support the charity's wider vision | E |
| ADDITIONAL REQUIREMENTS | |
| Commitment to upholding the organisation's policies and procedures | E |
| Enthusiastic and passionate about the work of Open Hands, committed to the charity's Christian ethos | E |