



Retail Van Driver's Assistant - Role Profile

North London Hospice purpose

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our Inpatient Unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services, our support to patients in their own homes, our Community Specialist Palliative Care services and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

North London Hospice has multiple shops throughout our boroughs and the Retail team is responsible for the management, maintenance and replenishment of all these premises. Raising over £1.6 million annually, the Retail team supports the recycling of pre-loved items, while playing a pivotal role in providing income generation to deliver the North London Hospice mission.

Where is the role based?

The role is based at our High Barnet store and is a cross-site role involving travel to customers' homes, North London Hospice offices and our retail shops within the Boroughs of Barnet, Enfield, Haringey, Camden and Islington.

Purpose of this role

The Retail Van Driver's Assistant volunteers are a key element of our Retail operation. Volunteers undertaking this role will assist drivers with customer collections, deliveries and playing a vital role in keeping our shops stocked and donations moving.

Main tasks

- Accompany the van driver on scheduled routes.
- Assist in loading and unloading boxes, bags and donated items.
- Helping to collect and deliver donated furniture and household items between our donation points, shops and customers' homes.

What are we looking for?

- **A safe and confident approach to manual handling**, able to handle manual handling tasks safely and responsibly.
- **Reliability and punctuality**, with a flexible attitude to supporting our logistics operation – including collecting donations, transferring stock, or helping in our central donation centre located at High Barnet.
- **A friendly, respectful manner**, representing North London Hospice with warmth and professionalism when dealing with donors, shop teams and the public.
- **A team spirit**, with the ability to work independently and a willingness to 'muck in' – whether that's lifting furniture, sorting donations, or assisting with deliveries.
- **Experience**, ideally with some experience in delivery, warehouse, or retail setting (though full training will be given).
- **Our hospice values at heart** – compassionate, open, respectful, empowering and collaborative – and a belief in the power of volunteering to make a difference.

What you need to know

- You will complete a volunteer application form and we will need to see a form of ID before you get started.
- At North London Hospice we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture.
- You will represent North London Hospice values: **compassion, openness, respect, empowerment and collaboration**.
- You'll be supported by a named line manager who will help guide your journey.
- If you take a break from volunteering, a return meeting and potential refresher training will help you settle back in.
- You will have an opportunity to make a meaningful difference by supporting hospice care.
- You will receive full training and support.

Time expectation:

Flexible – volunteers are asked to commit to a regular schedule where possible, but we understand life events may sometimes require breaks. Requests will typically be during weekday working hours, though on occasion there may be ad-hoc requests at other times. Hours are variable depending on the task and may be for either a few hours or a whole day.

Training:

- Initial mandatory training when you join.
- Refresher training provided periodically.
- Role-specific training on safe handling and procedures.
- An individual support plan will be created to ensure your safety and comfort in the role.

Equal opportunities

In everything we do at the hospice, we want to ensure that our volunteers feel they are part of an inclusive environment, where they are welcome, and difference is respected and celebrated.

We can only make this possible by making sure the hospice is accessible to all and has a wide range of people volunteering for us.

We therefore actively welcome applications from groups currently underrepresented in volunteering at the hospice, including, for example, those from ethnic minority, disabled and LGBTQ+ backgrounds.

For further information, please contact the service lead:

Samantha Bannerman-Williams, Retail Co-ordinator
swilliams@northlondonhospice.co.uk

If you are interested in this role and would like to apply, please follow this link to complete our online application: **[Better Impact Application Form](#)**