

Volunteer Role Description – Van Driver

Where is it based?

Our Van Driver volunteers will be leading on making collections, supporting deliveries and helping at hospice retail shops across North London - covering the boroughs of Barnet, Enfield, Haringey and also Camden and Islington where services extend.

What does the service area do?

The logistics and retail service area supports North London Hospice's income generation by moving both new and donated goods between the donation centre, eCommerce hub and local shops. This ensures the retail operation runs smoothly, raising vital funds to support patient care across the region.

What is the purpose of the role?

In this essential volunteer role, you'll assist with the collection and delivery of donated items such as furniture and household goods between our donation points, shops and customers' homes. Your help ensures that items arrive in great condition, ready to be sold and turned into vital funds for the hospice.

This is a hands-on, varied role where no two days are the same. You'll be part of a dedicated and friendly team, contributing to a cause that truly makes a difference to local families.

We're looking for reliable, motivated and experienced drivers to volunteer, those who enjoy being active, working with others and want to support their community in a practical and meaningful way.

What would you do in this role?

In this role, you'll:

- Aid and support our hard-working van drivers and drivers' mate.
- Collect and deliver donated items, including furniture and household goods, between our shops, donation centres and customers' homes.
- Represent North London Hospice out in the community by providing a friendly, helpful service to donors, customers, shop staff and fellow volunteers.
- Assist with the safe moving, loading and unloading of goods, always handling items with care.
- Work alongside our staff and other volunteers to keep things running efficiently and support our mission.

This role would suit someone with:

- **A safe and confident approach to driving**, with a full UK driving licence and good knowledge of North London roads, 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 leading on deliveries.
- **Physical ability and a safety-first mindset**, ideally with some experience in a driving, 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.

Opportunities and benefits:

- Make a meaningful difference by supporting hospice care.
- Join a supportive and welcoming team.
- Gain experience in logistics and retail operations.
- Receive full training and ongoing 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.

What else do you need to know?

- A volunteer application form and ID check are required before starting.
- Volunteers are expected to 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.

Requirements

Evidence of a full/clean UK driving license will be required, alongside a disclosure and barring check (DBS) and two satisfactory references.

We will complete an online DVLA driving licence check when you start and then annually.

We will also ask you to complete a form every year to confirm that you are fit and healthy to drive.

Our volunteer drivers should have a good knowledge of the North London area and feel confident driving and working on their own. This role requires good communication and interpersonal skills. It helps to have a sense of humour and the ability remain calm.

Equal opportunities

North London Hospice is an equal opportunities employer. We value diversity and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

For further information, please contact the service lead:

Samantha Bannerman-Williams, Retail Co-ordinator
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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](#)