

Volunteer Van Driver Role Description

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.

About the Retail service

North London Hospice (NLH) has multiple retail shops across our boroughs. The Logistics and Retail team is responsible for the management, maintenance, and replenishment of these stores.

Raising over £ 5.8 million annually, the Retail team plays a vital role in supporting recycling and reuse of donated goods while generating essential income to deliver the hospice's mission of providing the best of life, at the end of life, for everyone.

Where is the role based?

Our Volunteer Van Driver role is based at our High Barnet Distribution Centre and Shop and is a cross-site role involving travel to Donors' homes, North London Hospice offices, and our retail stores across the Boroughs of Barnet, Enfield, Haringey, Camden and Islington.

Purpose of the role

In this essential volunteer role, you will assist with the collection and delivery of donated items. 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 will be part of a dedicated and friendly team, contributing to a cause that truly makes a difference to local families.

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

Main tasks

The role is varied, with key tasks including:

- Driving the retail van on scheduled routes across North London.
- Collecting donated clothing and household items from donors' homes.
- Delivering purchased items to customers safely and professionally.
- Supporting loading and unloading of donations, including large items.
- Working closely with the Driver's Assistant and retail teams to ensure smooth operations.
- Representing North London Hospice positively when interacting with donors and the public.

What are we looking for?

- **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

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 Coordinator
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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: [MyImpactPage - Application Form - Retail Recruitment](#)