

# Volunteer Van Driver's Assistant 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's Assistant 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.

## **What would you do in this role?**

Volunteer Van Driver's Assistants 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.

The role is varied, with key tasks including:

- 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.

## **This role would suit someone who...**

- Responsibly demonstrates a safe and confident approach to manual handling.
- Is reliable and punctual, with a flexible attitude to supporting our logistics operation.
- Has a friendly, respectful manner, representing North London Hospice with warmth and professionalism when dealing with donors, shop teams, and the public.
- Has 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.
- Has some experience, ideally within delivery, warehouse, or a retail setting (though full training will be given)
- Keeps our hospice values at heart and a belief in the power of volunteering to make a difference.

## Opportunities and benefits

- Opportunity to meet new people and be part of a supportive team
- Full induction and opportunities for excellent training and developing new skills.
- Chance to gain experience of working in a retail setting, enhancing your CV.
- Ability to make a positive difference to peoples' lives, contributing to North London Hospice's work in providing the best of life, at the end of life, for everyone.

## 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. Role-specific training on safe handling and procedures with refresher training provided periodically. An individual support plan will be created to ensure your safety and comfort in the role.

## What else do you need to know?

- You must be 18 or over to apply for this role.
- 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'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.
- Willing to work within all North London Hospice's values, policies and procedures and to attend all meetings and training related to your role.

## Requirements

Completion of online application form; an informal volunteering interview, two references and a disclosure and barring service check (people are not necessarily unable to volunteer if they have a criminal record, with each case considered individually), driving licence details, completion of core and service-specific induction and training.

## 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 Coordinator  
[swilliams@northlondonhospice.co.uk](mailto: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: [MyImpactPage - Application Form - Retail Recruitment](#)