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## VOLUNTEER ROLE DESCRIPTION

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**Role: Van Driver's Mate**

**Hours:** 3 hours per week minimum between 9am and 5pm. Flexible days.

**Location:** Southport/ Merseyside/or North Wales

**Reports to:** Shops Manager

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### OVERALL PURPOSE OF THE ROLE

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To 'make a difference together for All animals'.

You will provide a vital role in raising funds for the rescue centre by collecting and delivering large and small donated goods from houses and community venues to sell in our charity shops, and to transport items between the shops and the rescue when required. Guidance, support and training will be provided,

You will also be an informal ambassador for the work of Freshfields animal Rescue out in the community.

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### KEY TASKS

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- Assist the Freshfields van driver with collections at various locations in Merseyside and Sefton.
- Identify quality items that are saleable.
- The safe lifting of large items of furniture such as settees, wardrobes and tables.
- Use lifting equipment and ensure no damage is done to donors homes or business.
- Thank individual and business donors and explain how their donation will help local animals
- Complete receipts for large items and clear completion of gift aid forms.
- Work to high standards of safety when collecting, moving and storing goods.
- Transport equipment for Freshfields events and open days.
- Collecting donation tins from businesses and issuing receipts.
- To work within all relevant Freshfields operational and personnel policies and procedures as directed: Health and Safety, Confidentiality and Equality and in the workplace
- To undertake any other duties consistent with your role

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## KEY SKILLS AND QUALITIES

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1. Good level of Physical fitness essential
2. Good understanding of, and/or willingness to be trained in Health and Safety and Manual Handling procedures.
3. Willingness to wear protective clothing and footwear.
4. Able to use basic tools to disassemble and reassemble furniture if required.
5. Reliable and trustworthy
6. Positive, punctual and polite with customers, staff and the wider community at all times.
7. Ability to take direction of the Shops Manager/Supervisor.
8. Keen to contribute your ideas for making improvements to the role for the benefit of the animals
9. This role involves home visiting and requires a DBS check which will be paid for by Freshfields Animal Rescue.
10. A full UK drivers license would be useful but not essential