



# VAN DRIVER - BANK

APPLICANT INFORMATION PACK



[www.trusselltrust.org](http://www.trusselltrust.org)



## WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our food bank network is inspiring, but we face significant challenges ahead. Between 1st April 2022 and 31st March 2023, food banks in the Trussell Trust network distributed 2.9 million three-day emergency food supplies to people in crisis - a 37% increase on 2021/22. More than a million of these went to children.

I want to see the end of the need for emergency food services in every nation of the UK, to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Working for the Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

**Emma Revie**  
Chief Executive





## WHAT WE DO

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million\* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

**Together, we can end hunger and poverty in the UK.**

[\\*14.2 million people in the UK population are in poverty.](#)  
[The Social Metrics Commission, 2018](#)

## OUR VALUES

The Trussell Trust is committed to community built on diversity, tolerance, cooperation, and mutual respect. We want to contribute to society and demonstrate social responsibility.

Our values are **Compassion, Justice, Community and Dignity.**

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



## HOW WE WORK

Our offices are in Salisbury in Wiltshire and London.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Network Operations
- Network Programmes & Innovation
- Corporate Services (including Charity Retail)
- Policy, Research & Impact
- Participation
- People & Inclusion
- Public Engagement

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

## OUR BENEFITS

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions of up to 8%, group income protection, payroll giving, flexible working, season ticket loans, and enhanced contractual leave.

To find out more about the full range of benefits we offer, visit [www.trusselltrust.org/employee-benefits](http://www.trusselltrust.org/employee-benefits).





## THE ROLE

<b>Department:</b>	Charity Retail
<b>Responsible to:</b>	Shop Manager
<b>Hours:</b>	Bank
<b>Salary:</b>	£10.90 an hour plus a comprehensive benefits package
<b>Based:</b>	Salisbury or Dorset shops as required



### ROLE OUTLINE

The Retail Van Driver is responsible for the collection and delivery of stock in the Dorset and Wiltshire areas. Van Drivers work within a structured team acting as a key link between the retail management team, donors and customers and the centralised donation sorting hub in Salisbury. This role will help to ensure that our shops are run in an effective and efficient way.

You will provide day to day support to aid the maximisation of sales and assist our aim to raise funds to help end the need for food banks in the UK. You will also supervise volunteers (including supported volunteers) acting as van mates.

This role will involve providing additional support to our van team during busy periods, staff holidays and other absences.

### RESPONSIBILITIES

#### Driving duties

- Ensure compliance with all statutory requirements including Health and Safety, Road Traffic legislation and Trading Standards legislation
- Ensure the van is run in a cost-effective and road safe manner;
- Regular van maintenance including assisting with MOT, service, and any repair work by agreement with manager
- Daily duties to include;
  - Servicing, safety, and damage checks; refuelling as required and ensuring the correct use and accounting of fuel card;
  - Keeping the vehicle clean and tidy;
  - Ensuring the vehicle is correctly loaded and restrained;
  - Maintaining vehicle tasking sheets.

#### Supporting our shops

- Service shops by ensuring that all the various stock requirements are met and delivered on time and in accordance with shop managers' requests
- Support the shops by:
  - Applying acceptance criteria for furniture /heavy donations;
  - Collecting and delivering furniture /heavy donations;
  - Recording customer Gift Aid details on donations and ensuring Gift Aid conversion rates are

maximized;

- Ensuring shop managers' needs are met by liaising accordingly.

#### **Other duties**

- Ensure implementation of our policies regarding sorting, recycling and salvage
- Supervising volunteers acting as van mates.

Any other reasonable duties as specified by your line manager to support the work of Charity Retail.

*The Trussell Trust is a charity that works to end the need for food banks. It is founded on and shaped by Christian principles. Our values of dignity, justice, compassion and community, are central to all that we do and therefore supports our aim to be an organisation where the diversity of all employees is valued. We welcome people of all faiths and none and those that are committed to these values.*

*We recognise that we have under-represented groups within our workforce. As part of our commitment to diversity and equality of opportunity we are actively encouraging applications from under-represented groups such as returning parents or carers who are re-entering work after a career break, people who are LGBT+, from Black, Asian and Minority Ethnic backgrounds, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions and those with a lived experience of poverty as well as any other under-represented group in our workforce. We are committed to ensuring the safety and protection of our employees from all forms of harm.*



# PERSON SPECIFICATION

## Technical skills and minimum knowledge:

- Experience of driving transit-type vans working with volunteers and an affinity for this type of work
- Experience of retail
- Good customer service skills
- Understanding of health and safety in a retail environment
- Understanding of manual handling procedures and Health & Safety in the retail sector.

## Behaviours and competencies:

- Demonstrates an ability to work independently as part of a wider team
- Is communicative and approachable
- Works collaboratively to deliver an excellent volunteer experience
- Is able to lift and manoeuvre stock safely
- Demonstrates resilience, resourcefulness, flexibility and perseverance

## Key Stakeholders:

- Retail Area Manager
- Shop Managers and Warehouse Manager
- Other van drivers
- Volunteers
- Retail Sales Assistant team





## HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to [www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs) and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- As part of this process, you are required to upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position, please email [retailrecruitment@trusselltrust.org](mailto:retailrecruitment@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

