



*Being there for you  
and your family*

## **JOB DESCRIPTION**

- JOB TITLE:** Van Driver/Delivery Person
- RESPONSIBLE TO:** Warehouse Manager
- HOURS OF WORK:** **30 hrs PW** 7.5hrs per day Monday to Friday (Occasional weekend work required)
- LOCATION:** Warehouse in Glenfield
- JOB PURPOSE:** To provide an efficient collection and delivery service between LOROS Shops, other LOROS facilities, donators and customers within Leicester, Leicestershire and Rutland.

## **DUTIES AND RESPONSIBILITIES:**

- Work closely with the Warehouse Manager and office team to maximise efficiency of daily collection and delivery schedules across shops, warehouses, and customer homes.
- Carry out collections and deliveries in a professional, courteous, and customer-focused manner, acting as an ambassador for LOROS at all times.
- Help to Plan and follow the most fuel-efficient and time-effective routes to optimise productivity and reduce costs.
- Ensure vehicles are loaded accurately and securely, with the correct stock collected from the appropriate shop or warehouse location and delivered to the correct destination.
- Conduct daily vehicle safety checks in line with LOROS procedures and promptly report any faults or concerns to the Senior Driver or Warehouse Manager.
- Drive safely and responsibly at all times, adhering strictly to the Highway Code and LOROS policies.
- Maintain accurate and up-to-date paperwork, delivery records, vehicle logs, and digital records in accordance with LOROS procedures.
- Demonstrate basic computer literacy, including checking and responding to emails, accessing internal systems, supporting warehouse data processes, and completing mandatory online training within required timeframes.
- Notify the Warehouse Manager when routes are completed and vehicles are reloaded, and provide support with additional warehouse tasks as required.
- Undertake general warehouse duties when needed, including stock sorting, supporting STCO (Stock Control) processes, assisting with Gift Aid procedures, book scanning, PAT testing of electrical items, and maintaining a safe, compliant and organised working environment.
- Support the warehouse team in ensuring accurate movement and tracking of stock between shops and warehouse locations to maintain effective stock control and maximise income generation.

- Support Shop Managers with the safe lifting, movement, and positioning of stock and furniture within shops, ensuring excellent presentation standards are maintained.
- Undertake ad hoc furniture collections and deliveries as required to support income generation and operational priorities.
- Supervise, support, and work alongside volunteers during collections, deliveries, and warehouse tasks, ensuring they are guided appropriately, follow procedures, and operate safely at all times.
- Promote a strong health and safety culture by following manual handling guidance, safe loading practices, and risk assessment procedures.

**GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

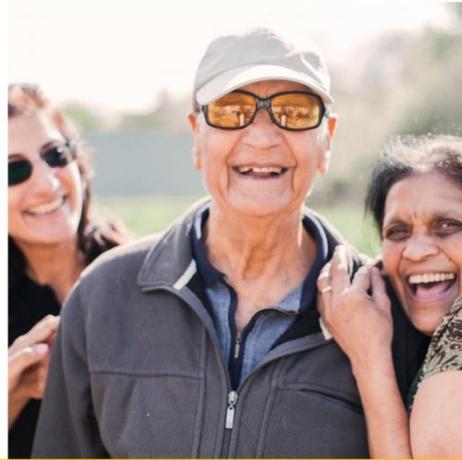
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see-attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

**Signed..... Date.....**  
**Post holder**

**Signed..... Date .....**  
**Line Manager**





# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland



# Our values and behaviours



## Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



## Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



## Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



## Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



## Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



## Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

# LOROS

Hospice Care for Leicester, Leicestershire & Rutland

# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom  
**665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay

**14 days**



**£560**

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.

**Cost**

**per hour**

of running the charity

**£8.2M**

Expenditure on patient care per year

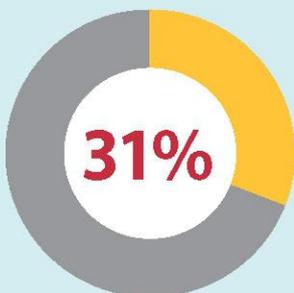
**£6.0M**

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



**£932**



**31%**

Portion of expenditure covered by NHS



**90%**

Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



**24,950**

LOROS Lottery numbers



**29**

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

loros.co.uk

Being there for you