



NEW ZEALAND  
**RED CROSS**  
RIPEKA WHERE AOTEAROA

## POSITION DESCRIPTION

**Be part of our mission:**

*To improve the lives of vulnerable people  
by mobilising the power of humanity  
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit [redcross.org.nz](https://redcross.org.nz)

**Job Title:** Van Driver/Store Person  
**Group:** Engagement and Enterprise  
**Location:** New Plymouth  
**Reports to:** Shop Manager  
**Position status:** Casual  
**Version date:** 18 August 2022

### OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

### DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

### THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

## WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

## ABOUT THE GROUP

### Engagement and Enterprise

The Engagement and Enterprise Group has four core functions. The Communications, Marketing and Engagement directorate supports and enables organisational communications (both internal and external) as well as raising public awareness. The Philanthropy directorate supports and enables organisational fundraising efforts across a portfolio of different fundraising products and activities. The First Aid directorate is responsible for the creation of revenue through the delivery of first aid training and the sale of first aid related products. The Retail directorate is responsible for the creation of revenue through the sale of donated products through about 50 Red Cross shops across the country.

## POSITION PURPOSE

To ensure the smooth coordination of the weekly collections, deliveries and stock movement needs of Red Cross Shops.

## KEY RESPONSIBILITIES

### Collections/ Deliveries

- Complete the daily drivers run sheet in a professional and timely manner.
- Collect all donated goods and deliver to shops in the same order as they were collected, adhering to the guidelines on quality.
- Provide great customer service whilst dealing with the public and members.
- Ensure the timely delivery of stock for the existing and new shops as required.

### Stock Management

- Assist with the coordination of incoming stock for processing; sorting, ticketing and distribution to local retail shops.
- Assist with maintenance of stock levels this includes liaising with the shop coordinator, for the timely delivery of stock.
- Assist with processing of stock where needed in a timely way adhering to guidelines on quality.

### Transfer Station/Rubbish

- Undertake the safe and timely removal of rubbish from all stores and processing centre to the local dump.
- Ensure where possible all materials are recycled.

### Other Tasks

- Undertake monthly trips to outlying areas to collect donated goods.
- Ensure that Red Cross information is readily available to customers.
- Attend Retail Portfolio and Red Cross meetings as require.

## HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

## RELATIONSHIPS

### Internal

NZRC staff and volunteers

### External

Public

## STAFF

### Direct

Nil

### Indirect

Nil

## PERSON SPECIFICATION

### Knowledge

- An understanding of the safe handling and storage of goods

### Qualifications and/or experience

- Experienced driver of the type of vehicle used by the store

### Skills and other attributes

- Ability to assist customers and provide great customer service
- Excellent communication skills
- Ability to work independently and take initiative
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

## TRAVEL

The appointee may be required to undertake travel for this role.

## DRIVER LICENCE

A current car driver licence is required for this role.

## DELEGATIONS

Financial: Tier Nil

Employment: Tier Nil

**NOTE**

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.