

POSITION DESCRIPTION

Job Title:	Collections Driver
Classification:	Road, Transport and Distribution Award Transport Worker Grade 2
Business Unit:	Red Nose Clothing Collections
Reports To:	National Red Nose Clothing Collections Manager
Direct Reports:	None
Location	NSW
Hours	Full time, 38 hours per week, Mon-Fri
Date created/updated:	October 2024

About Red Nose

Red Nose is Australia's leading authority on safe sleeping and safe pregnancy advice and has been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

The Red Nose Clothing Collection and Recycling Program (RNCC) is a social enterprise run by Red Nose. We collect donations of pre-loved clothes and household goods and recycle them through our retail shops in partnership with Savers. Every dollar we make is invested back into our programs to support families and save little lives.

RNCC currently operates in VIC, SA and NSW.

Position Purpose

The Collections Driver is a key role within the Clothing and Collections Team and is responsible for attending to collections of donations from resident's home, regular and corporate donors. The role assists to maintain a safe, organised and clean donation centre as well as ensuring that all stock is collected, delivered, handled, recorded, stored and processed correctly. As the face of our RNCC business, building excellent relationships is vital.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • Clothing and Collections Team nationwide • Savers Team • Additional drivers, staff, volunteers and contractors 	<ul style="list-style-type: none"> • General Public • Business Collaborative Teams • Other Regular Donors

Key Tasks	Key Performance Indicators
<ul style="list-style-type: none"> • Collect donated clothing and goods from the general public, and businesses across the allocated region in a timely and professional manner • Delivery of collections to the Savers Warehouse when required • Timely loading and unloading of stock, boxing and re-bagging of stock items as required • Assistance with processing waste and recycling items • Accurately weigh stock and complete paperwork • Keeps in constant touch as needed with WHM and/or DRO. Gives full clear daily feedback, over and above the basics • Maintain cleanliness of vehicles, conducts daily vehicle checks, flags anything that requires attention. • Attend and contribute positively to weekly and/or monthly nationwide clothing team meetings • Assist with ad hoc maintenance and cleaning duties at the warehouse, as requested by management • If requested, answer phones and follow through on items raised in phone calls • Positively contribute to an excellent high performing team culture • Maintain a safe working environment • Other tasks as reasonably requested 	<ul style="list-style-type: none"> • Reliable, punctual, takes appropriate breaks • Completes all tasks in a timely and reasonable manner • Vehicle kept well maintained, clean and tidy • Communicates clearly, professionally and proactively • Demonstrates exceptional customer service • Raises a hand to contribute when needed, identifies quiet time activities to complete, collaboratively helps others • Contributes positively to growth and continuous improvement discussions • Treats all team members equally, with respect and in accordance with Red Nose's values • Raises any concerns and/or feedback in real time, appropriately and via the correct channels • Role models appropriate workplace behaviours and reports/stops instances of unsafe and poor behaviours of others • Completes all required training by due date, adheres to all compliance and health and safety requirements • Proactive in assessing own performance and identifying further training or support required

Experience & Qualifications	
Essential	<ul style="list-style-type: none"> • Stable job history with experience in a similar role with similar demands • Experienced driver with a clean current driver's licence • Proven excellence in a customer-oriented environment
Desirable	<ul style="list-style-type: none"> • Experience operating heavy lifting warehouse equipment and tools; for example, walkie stackers & pallet jack • Knowledge of WHS policies.

Skills & Technical Expertise	
Essential	<ul style="list-style-type: none"> • Physically fit - able to drive a truck for up to 5 hours at a time and safely lift up to 15kg • Intermediate capability using Microsoft office products (Word, Outlook, Excel) • Strong spoken and written English skills to communicate effectively with donors, Savers, and RNCC teams nationally • Reliable, with the ability to work effectively unsupervised as well as work well within a team

	<ul style="list-style-type: none"> • Excellent time management and organisational skills • Strong interpersonal and customer service skills • Ability to work calmly and effectively under pressure, and handle difficult situations with grace and tact
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Personal Attributes

Essential for this role	<ul style="list-style-type: none"> • Behaviour strongly aligned to the values of Red Nose • Proactive problem solver with an entrepreneurial mindset and a genuine desire to help establish a thriving team and clothing collection operation • A friendly, respectful and helpful personality • High level of personal accountability and self-drive, with a positive 'can do' attitude • Empathy, kindness, compassion, integrity, diplomacy and tact.
Alignment with Red Nose Values	<ul style="list-style-type: none"> • Welcoming – creating spaces of comfort, collaboration and belonging • Courageous – comfortable with the uncomfortable. willing to have a go, identify mistakes and learn from them • Accountable – demonstrating integrity in everything you do • Respectful – valuing the contributions of all • Everyone together– working with passion for our cause

Quality, Safety and Improvement

	<p>Red Nose Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Exercising a duty of care for their own health and safety, and the health and safety of others. • Complying with all relevant safety, quality, privacy and data security policies, procedures and legislation. • Identifying and reporting risks promptly and participating in risk mitigation. • Engaging in quality improvement initiatives. • Demonstrating culturally competent practices that respect and meet the needs of individuals, groups and communities, including Aboriginal and Torres Strait Islander peoples. • Completing all required safety and quality training to maintain compliance and competency standards. • Adhering to all relevant clinical and competency standards. • Applying person-centred approaches, where relevant to their role • Maintaining required certifications, licences, qualifications and background screening check requirements.
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Checks – employment subject to:

<ul style="list-style-type: none"> • Police Record Check • Current Australian Licence • Working with Children Check • Full Australian work rights

**Authorisation**

Position authorised by: National Red Nose Clothing Collections Manager

Employee signature: