

**Job Description**

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| **Job Title** | Retail Driver (.5FTE/20 hours per week) |
| **Reports to** | Team Leader  |
| **Service** | Retail |
| **Direct Reports** | Nil |
| **Location** | 127 Symonds Street, Auckland |
| **Date Prepared** | May 2025 |

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| **Background** |
| Auckland City Mission - Te Tāpui Atawhai supports Aucklanders in greatest need. Our services have evolved as the city’s social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care for all. Since our doors opened more than 100 years ago, this has been our ‘why’. Retail outlets provide an additional income stream in support of the Missions work. Through receipt and distribution of donations into our retail stores (via our retail distribution service) we contribute directly to enabling the continuation of support for those in greatest need. |

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| **Position Summary** |
| This part time role is integral to the day-to-day operations of our retail depot and stores in Karangahape rd, Glen Innes, Federal St. It involves varied tasks, from the collection of donations from households and businesses, to delivering stock into stores stock rooms or shop floors, as well as assisting donations lead at depot with stock management and any other duties that require driving and servicing the stores. It involves heavy lifting, where assistance from donations lead or a volunteer will be provided.  |

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| **Key Responsibility Areas** |
| **Service Delivery*** Loading and unloading donations onto the delivery van by hand, or trolley as per daily schedule.
* Ensure all shop goods are transported with care, safely into storerooms and depot or other services in a timely manner.
* Ensure all donations are collected from households and businesses with care and safely back to depot in a timely manner.
* Communicate clearly and professionally with donators, store managers and line manger.
* Behave in a mana-enhancing way towards all donors, clients, whānau, and partner organisations through the expression of aroha, hospitality, generosity and mutual respect.
* A duty of care when collecting and delivering all goods, in a timely manner.
* Operate vehicles and associated distribution machinery safely and within the law.
* Any other general tasks as agreed with the line manager.
* Must be fit and strong due to the nature of heavy lifting in this role.

**Cultural and Social Awareness** * Commitment to professional development and knowledge sharing of te ao Māori, tikanga and te reo Māori, including karakia, waiata and pepeha where possible.
* Familiarity with the organisational Te Tiriti o Waitangi Policy and Cultural Appropriateness Policy.

**Health and Safety** * Maintain a safe and healthy work environment by complying with all Mission safety and legal regulations.
* Communicate any identified risks and safety issues appropriately and quickly with relevant team members. Act to mitigate risks when appropriate.
* Report and record any incidents as per the Incident Management Procedure. Incidents are to be reported immediately to line management and relevant incident reporting documents are completed by the close of business.
* Mandatory training is completed and kept up to date Professional Development.
* Participate in external and internal training and workshops as required.

**Being part of Auckland City Mission** * Adhere to all Auckland City Mission organisational policies, procedures and guidelines standards of integrity and conduct.
* Always uphold and promote Auckland City Mission values.
* Demonstrate a commitment to and respect for Te Tiriti o Waitangi and incorporate these into the work.
* Participate in other duties, activities, or events across the organisation as required or able.
* Regularly participate in team, service, and wider organisation meetings as and when required.
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| **Qualifications, Experience, Knowledge and Skill Requirements** |
| Essential | Role-specific |
| * Physically fit and able to do heavy lifting
* Dependable with good time management and organisational skills
* Commitment to embodying the principles of the Te Tiriti o Waitangi in organisational practice
* Strong ability to build rapport, build, and maintain relationships
* Ability to handle sensitive information in a confidential manner
* Ability to solve problems and be resourceful
* Evidence of good interpersonal and communication (written and oral) skills in a multi-cultural environment
* Competent in the use of Microsoft Office (Word, Excel, Teams)
* Effective collaboration and partnering skills, with an aptitude for getting things done through both formal and informal channels
* Reputation for personal integrity and reliability
* Commitment to the Auckland City Mission brand and culture
* Empathy and understanding of issues of trauma, mental health, addiction, poverty, and homelessness
* An appreciation of the multi-cultural nature of both New Zealand and staff, volunteers, and clients of the Auckland City Mission.
* Willingness to advocate for improved social conditions and a fair sharing of the community’s resources (social justice)
 | * Class 1 Driver’s Licence
* F-endorsement Forklift Licence
* First Aid Certificate
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