

St. John's Hospice Shops Ltd

Job Description

Warehouse Assistant



POST:	Warehouse Assistant
HOURS:	37.5 hours
ACCOUNTABLE TO:	Director of Income Generation
REPORTS TO:	Warehouse & Distribution Manager
RESPONSIBLE FOR:	Warehouse volunteers

JOB PURPOSE

- Support the Warehouse & Distribution Manager to ensure that donated stock is processed safely, quickly and efficiently to help maximise income generation.
- Supervise volunteers who are helping in the warehouse
- Deliver excellent customer service to all staff, volunteers, donors, customers and visitors to the warehouse.
- To contribute towards maximising warehouse sales and profits, promote Gift Aid and represent St John's Hospice in a professional manner reflecting our core values at all times
- Provide cover in the absence of both the warehouse and distribution manager and drivers, to ensure continuity in the shop's operations

KEY WORKING RELATIONSHIPS

Head of Retail
Warehouse & Distribution Manager
Retail Operations Coordinator
Shop Managers
Floating Assistant Managers
E-commerce Sales team
Volunteer Coordinator
Warehouse Volunteers
Van Drivers
Hospice Staff

MAIN DUTIES

Stock

- Work with the Distribution Manager to provide appropriate stock for delivery to the shops in the required timescale.
- Ensure the appropriate sorting of stock; identifying and separating items that are relevant to individual shops and redistribute rotated, returned good stock to other outlets.
- Work with the E-commerce Sales Co-ordinator to ensure all unusual, high value and antique items are passed to their department for sale through online platforms and auctions.
- Check for compliance with our procedures regarding stock returns and inform warehouse and distribution manager of any issues.
- Ensure shop managers receive their stock requirements.

- Ensure stock is placed in the appropriate location to maximise sales
- Spot check volunteer sorting & recycling.
- Ensure all electrical items are PAT Tested
- Ensure high standards of donor care, making sure all donors are offered the chance to Gift Aid their donations
- Ensure all Gift Aided stock is processed correctly and prioritised

Fleet driving

- Ensure all daily and weekly checks are completed on vehicles, maintaining vehicles, ensuring they are safe to drive
- Assist, when needed with the delivery and collection of both soft stock and furniture between shops, as well as other transportation duties across the shops

Administration

- Make and receive calls to donors and customer to agree collection and delivery times, as well as checking on general customer service
- Use online booking system to book and check collections and deliveries of furniture
- Liaise with furniture shop managers on any issues
- Communicate regularly with shop and online teams to resolve any issues or queries
- Put staff sales, recycling monies and donations through the till correctly, using the agreed policies and procedures
- Ensure cash handling and banking are correctly carried out, using security and cash handling policies
- Regularly check and update online donation booking systems

Recycling/Warehouse Sales

- Regularly check with warehouse volunteers for awareness of our recycling policy.
- Ensure in warehouse managers absence that all recycling is collected, processed and paid for correctly,

Health and Safety

- Ensure Health & Safety is maintained to ensure a safe working environment
- Ensure the Warehouse is maintained to a high standard ensuring all rubbish is disposed of appropriately.
- Where appropriate carry out individual risk assessments to support equity of access to volunteering opportunities.
- General housekeeping.

Volunteers

- Be supportive in the growth of recruitment of warehouse volunteers.
- Support the induction and day to day activities of the volunteers ensuring that tasks are delegated to volunteers in accordance with their training and abilities.
- Promote an inclusive, happy working environment and which will increase volunteer commitment and engagement.

Customer Service

- Deliver excellent customer service to all internal (shop managers, etc) and external customers during telephone or face to face contact.
- Through example lead the volunteers to deliver good customer service.
- Proactively look to find solutions to customer queries or requests.
- Where informal or formal complaints are received follow our complaints procedure and inform the Warehouse and Distribution Manager, or in their absence the Head of Retail, as soon as reasonably possible.

Gift Aid

- Ensure all donors that donate direct to the warehouse are given the opportunity to Gift Aid.
- Process all Gift Aid able donations which arrive in the warehouse following the correct procedures.

- Personal information is collected, processed, stored and deleted or destroyed in line with the principles under the Data Protection Act 2018 (GDPR).
- Support the warehouse volunteers to understand and abide by Information Governance procedures.

Other

- Provide internal cover for Warehouse and Distribution Manager's leave.
- Provide cover for the drivers leave and absence
- Work with and assist St John's Hospice fundraising with requirements and movement of stock etc.
- Look to improve upon operations and discuss ideas with your line manager.
- Attend all relevant training as directed by your line manager.
- Other duties as required by your line manager

STANDARD/ENHANCED DISCLOSURE REQUIREMENT

Enhanced Disclosure Required

DUTIES AND RESPONSIBILITIES TO ST. JOHN'S HOSPICE

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors and for complying with all the requirements of Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

9. Volunteers

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.

Signed _____

Dated _____