

PHYLLIS TUCKWELL HOSPICE CARE

JOB DESCRIPTION

POST: ASSISTANT WAREHOUSE MANAGER

ACCOUNTABLE TO: WAREHOUSE & LOGISTICS MANAGER

JOB PURPOSE:

- To assist in the preparation of stock for despatch to customers and shops.
- To assist the Warehouse & Logistics Manager in the safe running of the warehouse.

RESPONSIBILITIES:

1.0 Managerial

- To coordinate warehouse volunteers and ensure their time is used effectively.
- To deputise for the Warehouse and Logistics Manager when required.

2.0 Professional

- Assist in the implementation of all PTHC policies, Health and Safety Regulations and to comply with any amendments that from time to time will be required.
- Assisting with the safe storage of stock in the warehouse ensuring that stock is effectively segregated and that a safe environment is maintained at all times.
- Carry out PAT on electrical items and record results in line with current PTHC procedures.
- Attend weekly meetings with Warehouse and Logistics Manager to discuss current stock levels, surpluses and requirements, so bookings can be managed accordingly.
- Assist in reorganising and merchandising the sales floor to ensure the number of sold items on the sales floor is kept to a minimum.
- Sort, segregate and pack donations ready for despatch.
- Assist with the recycling of all goods, including the preparation of unsuitable clothing for collection by textile merchants, books, metal, and disposal of any waste.
- Ensure that all customers donating goods are asked about Gift Aid and that they receive first class customer service.
- Ensure that the appropriate Gift Aid paperwork is completed on all relevant donations and that any new Gift Aid donors are then set up within Cybertill to allow prompt and efficient delivery and display of donated stock items.
- Ensure that all Gift Aid data entry and storage of completed forms is in line with the PTHC Data Protection Policy.

- Support Collection Delivery Drivers, including moving and handling and delivery of furniture on a regular basis

3.0 Training and Development

Team:

- Ensure all volunteers are trained in the effective sorting of stock and all areas of Health and Safety.

Self:

- Attend all PTHC management, training and development meetings either at the hospice or elsewhere.
- Through the PTHC Appraisal Process highlight areas and concerns that need to be rectified to cover any skills shortfall.

This job description is current and subject to yearly review in consultation with the job holder. It is liable to reflect and anticipate necessary changes to support PTHC strategy.

This job description is underpinned by the Phyllis Tuckwell Hospice Care philosophy, culture and core values which actively promote a total team spirit, the aim of which is to 'be the best'.

PHYLLIS TUCKWELL HOSPICE CARE (PTHC)

PERSON SPECIFICATION

Job Title: ASSISTANT WAREHOUSE MANAGER

Reports to: Warehouse & Logistics Manager

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	None	GCSE in Maths and English	Application Form
KNOWLEDGE and EXPERIENCE	<p>Experience of working in charity retail</p> <p>Experience of working in a warehouse environment</p> <p>Basic knowledge of retail Gift Aid schemes</p> <p>Basic knowledge of inventory control</p> <p>Basic knowledge of retail EPOS systems</p>	<p>Knowledge of fashion brands</p> <p>Experience of dealing with volunteers</p> <p>Experience of moving and handling heavy/awkward items</p>	Application Form/ Interview
SKILLS/ COMPETENCE & ATTITUDE	<p>Team player</p> <p>Good social skills</p> <p>Good communicator</p>		Interview

OTHER	Physically fit		Occupational Health Assessment
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