

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job title : Warehouse and Logistics Manager
Department : Retail
Reports to / Line Manager : Retail Operations Manager
Pay Range : E

Purpose of Job

- To coach, lead and manage a Team of Warehouse, Logistics and shop staff and Volunteers
- To be a key member of the Retail management Team
- To effectively coordinate the collection and distribution of donated stock (including furniture) across the Retail business, to deliver on business plan objectives
- To review and implement design changes to improve efficiency and profitability, including development of operational plans to make use of available and emerging technology
- To achieve optimum value from donated stock, minimising waste
- To achieve compliance with relevant Regulation e.g. health and safety, whilst adhering to all Hospice policies and procedures
- To promote strong relations within the local community in order to enhance the profile and good name of the Hospice

Main responsibilities

- To support achievement of agreed budgets and standards for the Retail business as a whole, through fulfilment of Shop Managers' orders and requirements
- To organize day to day deliveries, collections and distribution of donated stock received through the Warehouse and Retail shops
- To support and manage sorting Teams to ensure items are processed in line with policies and procedures, recognising and thanking the Team for their contribution
- To achieve Warehouse Gift Aid objectives, improving processes to deliver maximum value, coaching colleagues to success
- To deliver shop income plan
- To develop a culture of ownership and follow up within own Team
- To adhere to Safe, Legal & Secure requirements and standards for the Warehouse, shop and vehicles
- To evidence an engaging and timely Contribution and Development programme for line reports

Warehouse and Logistics Manager August 2019

- To induct, train and coach new colleagues, as evidenced through induction paperwork and development plans
- To support the opening of new shops through provision of stock and preparing for agreed opening dates
- To role model and promote effective Team communication (including the use of Workplace as a forum for wider communication with Shop Managers), celebrating success and sharing best practice
- To liaise closely with the Head of Retail and Retail Operations Manager
- To profile and leverage emerging and innovative opportunities across the scorecard, with an emphasis on logistics and warehouse systems
- To role model exceptional internal customer service to Shop Managers, providing constructive feedback in a timely manner
- To ensure the highest standards of customer care and service are demonstrated by self and line reports
- Promote, monitor and act on internal and external customer feedback
- To evidence effective local networking to generate donations and Volunteer engagement, including local business and other stakeholders
- To monitor and check security of stock and cash and debrief variances with Retail Operations Manager
- To proactively assess own development needs and seek out development opportunities to enhance contribution to Retail objectives and operations
- To contribute to the Retail business marketing plan
- To work with drivers and local lease provider to maintain the Retail vehicles in a roadworthy and presentable condition.
- To ensure daily vehicle checks are completed and recorded accurately
- To ensure drivers are operating vehicles in accordance with legal requirements
- To take ownership of good housekeeping for all areas of responsibility
- To accept responsibility and carry out any other task commensurate to the role
- To follow the 'Employee Development and Contribution' process

Management of People

Direct: Employees - Deputy Manager, Retail Drivers
Volunteers - Retail and drivers.

Indirect: Nil

Contacts & Relationships

To act as a point of reference for Hospice managers and staff for warehouse and logistics queries

To liaise with the HR department to ensure compliance with agreed policies and procedures relating to recruitment, induction and support of Warehouse and Logistics staff and volunteers with stock fulfilment and control

To contribute to improving systems of communication within the Hospice, by means of personal contact, written communications and meetings

Resources

Not Applicable

Person Specification

Qualifications

Essential

GCSE C or equivalent in Mathematics and English

Experience

Essential:

Experience in warehouse management

Experience in retail management

Full drivers licence and access to own vehicle

Knowledge/Skills

Warehouse and Retail operational management, problem solving, process and systems knowledge, budgeting

Qualities

The ability to work under pressure whilst remaining calm and organised

To be receptive to change and to act as a change agent

The ability to maintain excellent rapport with patients, staff, volunteers, supporters and donors

To demonstrate a calm and logical approach to problem solving

To consistently demonstrate a dedicated approach to the quality of customer service and team working.

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice’s Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice’s Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew’s and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew’s Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee’s duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....
Received by.....
Name (Print).....