

## ***RETAIL WAREHOUSE MANAGER***

### **ROLE AND PERSON SPECIFICATION**

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Permanent, full-time

Remuneration - competitive

#### **Background**

The Vision Foundation has been supporting and speaking out on behalf of blind and partially sighted people across London for close to 100 years.

Formerly known as the Greater London Fund for the Blind, we support organisations that provide a necessary lifeline and essential resource for London's visually impaired community.

But people living with sight loss in the capital are facing significant and growing challenges, and ever worsening life chances. Meanwhile, a very high and growing number of people are needlessly going blind. We have identified that the Vision Foundation can play a critical and unique role in both saving sight and transforming lives by working in partnership with others to deliver projects which inform, empower, and include.

[A new strategy](#), launched along with our new name in October 2019, gives us the opportunity to have more impact than ever before. We will work to improve the opportunities, wellbeing, and inclusion for blind and partially sighted people. We will do more to ensure London is open and welcoming to the visually impaired community across employment, and social and cultural spaces. We will strive to reduce loneliness and isolation. And we will ensure that blind and partially sighted people further marginalised through homelessness, poverty or domestic violence are reached. Above all, we will emphasise what people can do, rather than what they cannot.

But our work is more than just providing support. It's also about amplifying voices to ensure that blind and partially sighted are heard. And it is about changing our society and the systems that structure it, by inspiring more people to advocate and take action.

We have an exciting opportunity for an experienced Warehouse or Distribution Centre/ Operations Manager to join us as our Retail Warehouse Manager at this key stage in our retail growth plans.

Vision Foundation operates a small number of shops selling donated goods as part of its income generation strategy, with an ambitious programme of more openings over the next 5 years. The Warehouse receives donations daily from the public which are then sorted and distributed to our shops.

As the Retail Warehouse Manager your prime purpose is to ensure the warehouse logistics function always meets the needs of the business. This will involve sourcing and processing sufficient donations of appropriate quality to keep all shops fully stocked; as well as maintaining the income stream for our e-Commerce operation.

You will ensure the operational infrastructure in the Warehouse is fit for purpose and that the speed and accuracy of stock processing and deliveries will meet the needs of the business.

In addition, you will work closely with the Director of Retail, Head of Retail and Shop Managers to understand their stock requirements and be responsible for overseeing the maintenance of vehicles, machinery and equipment as well as health and safety of the warehouse.

The Retail Warehouse Manager will need to recruit and develop a large team of volunteers so previous team management experience is essential.

Candidates should have a track record of successful delivery in warehouse/ distribution management. Experience in managing a volunteer team, including recruitment and development, as well as excellent customer service and relationship building skills.

An understanding of charity retail would be a distinct advantage.

The role demands a great blend of skills, along with the belief that every blind and partially sighted Londoner should be able to lead their life to the full. As an equal opportunities' employer, the Vision Fund welcomes applicants from all backgrounds irrespective of race, religion, belief, gender, disability, age or sexual orientation.

### **Responsible to**

Head of Retail

### **Direct Reports**

Immediately responsible for full time and part time drivers, and for recruiting and developing a team of volunteers. In due course the department and responsibilities may grow in line with organisational growth and priorities.

### **Location**

West Norwood SE27 9AA

### **Working Hours and Contract**

Full-time, Permanent

## **PUPPOSE OF JOB**

- To coach, lead and manage a team of Drivers and Volunteers
- To be a key member of the Retail management team
- To effectively coordinate the collection and distribution of donated stock 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 policies and procedures
- To promote strong relations within the local community to enhance the profile and good name of the charity

## **MAIN REPOSIBILITIES**

### **Logistics**

- To organize day to day deliveries, collections and distribution of donated stock received through the Warehouse and Retail shops
- To support and manage volunteer sorting teams to ensure items are processed in line with policies and procedures, recognising and thanking the team for their contribution
- To adhere to Safe, Legal & Secure requirements and standards for the Warehouse, shop, and vehicles
- To work with drivers 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 requirement
- To support the opening of new shops through provision of stock and preparing for agreed opening dates

### **Financial**

- To support achievement of agreed budgets and standards for the Retail business, through fulfilment of Shop Managers' orders and requirements
- To achieve Warehouse Gift Aid objectives, improving processes to deliver maximum value, coaching colleagues to success
- To deliver shop income plan

### **HR & Comms**

- To develop a culture of ownership and follow up within own team
- To induct, train and coach new colleagues, as evidenced through induction paperwork and development plans
- To role model and promote effective team communication, celebrating success and sharing best practice
- To liaise closely with the Director of Retail and Head of Retail

**IT**

- To profile and leverage emerging and innovative opportunities with an emphasis on logistics and warehouse systems

**Customer Service**

- 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

**Networking**

- To evidence effective local networking to generate donations and volunteer engagement, including local business and other stakeholders

**Security**

- To monitor and check security of stock and debrief variances with Head of Retail

**General**

- To proactively assess own development needs and seek out development opportunities to enhance contribution to Retail objectives and operations
- To take ownership of good housekeeping for all areas of responsibility
- To accept responsibility and carry out any other task commensurate to the role

**PERSON SPECIFICATION: RETAIL WAREHOUSE MANAGER****Knowledge and skills**

## Leadership experience

- Experience of leading teams, ideally in an outcomes-focused organisation.
- Experience of recruiting, developing, mentoring and managing staff and volunteers.
- Demonstrable motivation and negotiation skills, able to build personal credibility and successful relationships at all levels.

## Functional experience

- Experience in warehouse management
- Experience in retail management, full drivers' licence
- Warehouse and Retail operational management, problem solving, process and systems knowledge

## Qualifications

- GCSE C or equivalent in Mathematics and English

**Personal attributes**

- 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 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.
- Comfortable working in a small team both strategically and operationally
- Commitment to teamwork, business partnering and a collegiate approach – with a 'can do' attitude and a sense of humour.
- Able to provide positive, dynamic, tenacious, and flexible leadership at all times.
- Results-driven, able to measure and quantify own outcomes.
- Adaptable to changing landscape and evolving organisation.
- Willing and able to operate at pace in an organisation going through rapid change, using your initiative, and delivering to tight deadlines
- Excellent verbal and written communication skills
- Highly organised with ability to plan effectively and allocate resources appropriately.
- An understanding of and commitment to London's blind and partially sighted people.