

JOB DESCRIPTION

Job Title:	Distribution and Logistics Manager
Team/Directorate:	Retail
Salary range:	£21,000 - £25,000 per annum (subject to experience)
Reports to:	TBC – to be discussed at interview
Direct reports:	Volunteers
Hours:	37.5 hours
Location:	Distribution Unit, Knaphill in Surrey with ad hoc visits to SSCH shops and any other locations as required
Job holder:	New Role

Part 1: Job Profile

a) Main purpose of job

- The Distribution and Logistics Manager supports the Shop Managers in order to meet and understand their stock requirements and increase retail income by managing stock movement in and out of the Distribution Unit.
- The job holder will ensure the logistics function of the distribution unit meets the needs of the business at all times and will be based on site at the Distribution unit around 80 per cent of the time.
- The post holder will ensure the unit operates as a regular donation station and supervise a team of volunteers in the timely sorting and distribution of donated and trading stock eg Christmas Cards as well as the distribution of stationery, cleaning and other items whilst ensuring excellent customer service and maximising profit.
- The Distribution and Logistics Manager will work closely with the e-Commerce manager to ensure effective stock management is in place to service online demand.
- It is the responsibility of the Distribution and Logistics Manager to maintain a clean, tidy, safe and efficient warehouse with a high level of organisation and logical storage solutions.

b) Work relationships

The post holder will work closely with and report directly to the line manager (tbc) and will also work with the following:

- e-Commerce Manager
- Shop Managers, Assistant Managers and a team of volunteers
- Volunteer development team
- Volunteer support team at Distribution Unit
- Finance team
- Fundraising team
- Estates and Facilities Team
- Comms and Marketing Team
- External contractors
- Local business contacts

c) Decision making authority

The post holder will be required to make decisions on the quality, suitability and profitability of stock donated to the Distribution Unit and in discussion with the e-Commerce Manager agree which items would command a higher price online and which should be distributed to

the shops. The e-Commerce Manager will have the final decision as to what items are suitable for online sale.

The post holder will also be required to make decisions on the optimum numbers of volunteers required to run an efficient operation to manage the collection, sorting and distribution of items to the shops. The post holder will also be required to make decisions on rostering volunteers to sort donations, PAT test and drive the vans, including working out the best routes for the vehicles to take to ensure a smooth running, cost-effective operation with the minimum of delays. It is the responsibility of the Distribution Manager to delegate effectively to ensure the distribution unit meets the needs of the business at all times.

The post holder will be responsible for the valuation of stock obtained through fundraising appeals.

d) Scope of job

1. Leadership and management of volunteers (30%)
2. Operations (40%)
3. Health and Safety (10%)
4. Interaction with members of the public (10%)
5. Budgeting and financial reporting (10%)

Part 2: Main duties and key responsibilities

1. Leadership and Management of Volunteer PAT testers, Drivers and Sorters (30%)

- Working closely with the Volunteer Development team, recruit, train and manage an effective team of volunteers to support the day to day distribution operation. Keep all administration up to date in line with GDPR and IG compliance.
- Ensure efficient rota management of sorters and van drivers to support the running of the Distribution Unit.
- Maintain good working relationships with all Shooting Star Children's Hospices shops, colleagues and volunteers at all levels
- Take an active role as part of the retail team at team meetings

2. Operations (40%)

- Implement and maintain efficient storage and distribution systems and procedures.
- Ensure donated items and consumables are stored safely, tidily and logically for easy access and efficiency.
- To ensure that the stock requirements of the Shop Managers are met and be responsible for the efficient turnaround of stock requests, identifying the most profitable stock for selling, communicating with shops managers and researching products where appropriate to ensure optimal sales value.
- Liaise with shop managers regarding their requirements for stationery, cleaning, PPE and other items and ensure it is ordered and distributed in a timely manner.
- Receive donations regularly from the general public at the Distribution Unit. Ensure that gift aid is maximised.
- Liaise with e-Commerce manager regarding the most suitable items for online platforms and ensure effective stock management is in place to service online demand.
- Ensure excellent processing of deliveries and collections liaising with customers and stores and charity donation stations eg organising collections from Christopher's and Shooting Star House.

- Co-ordinate the collection of large items from individuals as agreed with the line manager
- Co-ordinate collections of items from corporate supporters or major donors as agreed with support from the line manager as required.
- Comply with and stay up-to-date on all trading standards regulations
- Implement and maintain efficient storage for out-of-season stock.
- Ensure compliance with retail recycling and waste management and keep up to date with changes and source the best possible price for waste non-saleable donations. Liaise with Shop Managers re disposal of their rubbish in line with retail policies.
- Ensure the Charity vans are adequately maintained and cleaned and only used for business purposes.

3. Health and Safety (10%)

- To be responsible for overall Health and Safety within the Distribution Unit with willingness to undertake relevant training to help achieve this.
- Be responsible for carrying out necessary fire safety precautions and for promoting a positive attitude towards health and safety, security and fire, in line with Organisational Policy.
- To be responsible for security of the site premises and contents, to include the organisation of staff to open and close the premises.
- To undertake regular health and safety audits in liaison with the Head of Facilities and Estates.
- To ensure that planned maintenance is carried out efficiently and that all sub-contractors are supervised and comply with site safety rules.

4. Interaction with Members of the Public (10%)

- To provide a courteous and helpful service to member of the public visiting the distribution unit to make donations etc
- To ensure all volunteers are trained in giving excellent service to the public at all times
- Ensure any queries and complaints are dealt with courteously and effectively and to keep the line manager informed.

5. Budgeting and Financial Reporting (10%)

- Prepare, report and analyse Distribution Unit statistical and financial information as required with a view to increasing sales and controlling expenditure.
- Responsible for overseeing purchase orders and invoices relating to centralised purchases of items for all shops and the distribution unit.
- Responsible for the correct recording, storage and filing of paperwork associated with the operation of the Distribution Unit.
- To follow the appropriate Shooting Star Children's Hospices policies when maintaining and fuelling the company van and ensure that it is only used for business purposes.
- To ensure any penalties incurred whilst driving the company van – e.g. speeding tickets or parking fines – are paid promptly, recognising that they are the responsibility of the driver, and these must be communicated to the line manager
- Responsible for entering gift aid details as required
- To ensure the cash handling and banking procedures are followed according to Shooting Star Children's Hospices policy and procedures
- To ensure charity donations by cash/cheque/card are processed according to Shooting Star Children's Hospices policy and procedure guide

6. Other duties

- The post holder will be working in a developing environment and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.
- The post holder will need to travel efficiently around the area of work including to all shops although this is likely to be <20% of their working time.
- The post holder will be required to apply for a Disclosure and Barring Service check.
- Flexibility to work at weekends and evenings if required.
- To agree holidays with the eCommerce Manager so that the Distribution Unit has a staff presence at all times.

7. Mandatory Criteria

1. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate

2. Health and Safety

The post holder will be responsible for health and safety in the area under their control and ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

3. Mandatory Training

The post holder will complete all mandatory training relevant to their role

4. Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children and young people with life-limiting conditions, and their families. We require that all of our staff share our common values and display behaviours that will enable us to achieve our goals.

Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – *We will respect individuality and ensure inclusion and fairness to all.*

Excellence – *We will strive for excellence in all that we do.*



Part 3: Person specification: Qualifications, experience and skill levels

a) Qualifications

Essential

- 5 GCSE's A-C or equivalent including Maths and English
- A full-clean driving licence

Desirable

- Retail or customer service qualification

b) Experience

Essential

- Minimum 18 months experience in stock control, warehouse management and delivery scheduling
- Previous retail experience
- Management experience including recruitment, training and supervision
- Previous experience of health and safety management
- Understanding of pricing and marketability in charity retail sector
- Experience of dealing with financial/processing procedures
- Good verbal and written communication skills
- Good knowledge of MS Office and Excel

Desirable

- Experience of working in the charity retail sector
- Experience of working with volunteers

c) General attributes

- Able to work on own and as a team player
- Ability to work under pressure and deal with changing priorities
- Proactive and problem solving attitude
- Self motivated and able to use own initiative whilst recognising when to refer decisions upwards
- Strong interpersonal skills
- Commercially astute and target driven
- Good attention to detail and consistent, logical approach.
- Ability to work in a physically challenging role