

Thames hospice

Job Title: Distribution Centre Stock Supervisor

Salary: £20,176 (pro rata) plus enhancements for Sunday working

Location: Distribution Centre, Reform Road, Maidenhead

Hours: 30 per week – Working 5 out of 7 days with weekends on a rota

Reports to: Distribution Centre Manager

Responsible for: No direct line responsibility

Purpose of Job:

To support and assist the Distribution Centre Manager with the day-to-day management and distribution of retail new goods business and donated stock in the Distribution Centre including:

- Supporting the effective and efficient receiving and processing of Commercial New Goods and Donated stock
- Distributing stock to all our retail shops in line with service level agreements.
- Supporting the achievement of New Goods sales targets and accurate stock records

Main Tasks:

- To be responsible for receiving deliveries of new goods, checking in, unpacking and accurately recording against order sheets
- To distribute stock accurately to individual store outlets from the picking lists completing the appropriate transfers of stock on the system and producing the correct delivery advice
- To complete ongoing replenishment orders and updating system information accurately for all transfers
- To support the Head of Retail Operations to manage the New Goods stockroom ensuring all stock is correctly stored via product type and season including the stock for our Online shop
- To assist the Head of Retail Operations with monthly/quarterly and half yearly stock takes
- To support our Online shop ShopNo23 with stock allocation, stock orders and processing for distribution and delivery including distributing stock orders correctly for our “Click and Collect” service
- To support our Fiscal shop ShopNo23 at Bray with new stock distribution, replenishment orders and transfers
- To assist the Head of Retail Operations and Distribution Centre Manager with the management picking and distribution of stock to stores and maintaining replenishment orders
- To assist with any stock queries from retail stores and the Ecommerce Manager
- To provide excellent customer service at all times both internally and externally
- Maintain high standards of housekeeping

Donated Stock

- To support the Distribution Centre Manager when required with receiving, sorting and processing donations from the general public and from other stores
- To prepare donated stock when required for distribution to the retail stores
- To sort and identify stock that are specialist and can be sold either on Ebay or in our Vintage store
- To promote Gift Aid when receiving donations from the public and ensure all administration procedures are followed in line with HMRC regulations
- To support the Home store team with deliveries and collections and the moving and assembling of furniture

Legal / Security

- To ensure Health and Safety, and Trading Standards regulations are adhered to, to take responsibility for personal health and safety whilst on and off-site
- Follow Thames Hospice procedures at all times and ensuring adequate security of stock and the stock room
- To report all accidents and incidents promptly, using the designated form

Working with others

- Be flexible, and be willing to work additional hours, when required
- To undertake such other tasks as may be reasonably required from time to time e.g. seasonal promotions / roll out of new initiatives or projects
- To maintain excellent knowledge of Thames Hospice in order that customers, staff and volunteer queries can be answered correctly
- Positively promote the work of the organisation building & developing positive internal and external relationships

General

- This role includes manual handling involving lifting, sorting, and carrying of new goods stock and donated stock.
- Proportion of the day will be spent working on a computer, inputting information
- Occasionally dealing with difficult/challenging customers

Working Pattern

Your normal working pattern will consist of five days out of seven to include weekends when required.

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination. This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy

Our Values

Our values are the essence of our culture and inspire our behaviour.

Compassion – we treat everyone with kindness and compassion, providing a secure and caring environment.

Ambition – our desire and determination to succeed in meeting the growing needs of our local community.

Respect – we believe in treating everyone with dignity and respect.

Excellence – we are committed to delivering and demonstrating excellence in everything we do.

Person Specification**Specialist Knowledge and Experience - (Essential unless otherwise stated)**

- Recent experience of working in a Distribution Centre or warehouse environment
- Experience of working with stock systems and managing incoming and outgoing stock distribution
- Experience of working with Online retail sales
- Knowledge and experience of using computer systems to input and maintain information and produce reports
- Knowledge of Health and Safety obligations
- Experience of working for a charity (desirable)
- Willingness and ability to demonstrate commitment to Thames Hospice values

Results Driven

An ability to get results and willingly tackle demanding tasks. Sets and exceeds challenging personal targets.

Customer Focus

Experience of delivering excellent customer service.

Organisation

Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others.

Resilience

Ability to remain calm and self-controlled under pressure.

Communication

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience.

Team Working

Ability to develop professional, effective and supportive relationships with colleagues.

Flexibility

Ability to react positively to change and take others with you.

IT Skills

Ability to use and work with IT systems e.g. Stock IT system including word, excel and email.

Special Conditions

Current driving licence with insurance cover for "Business Use" (*desirable*)