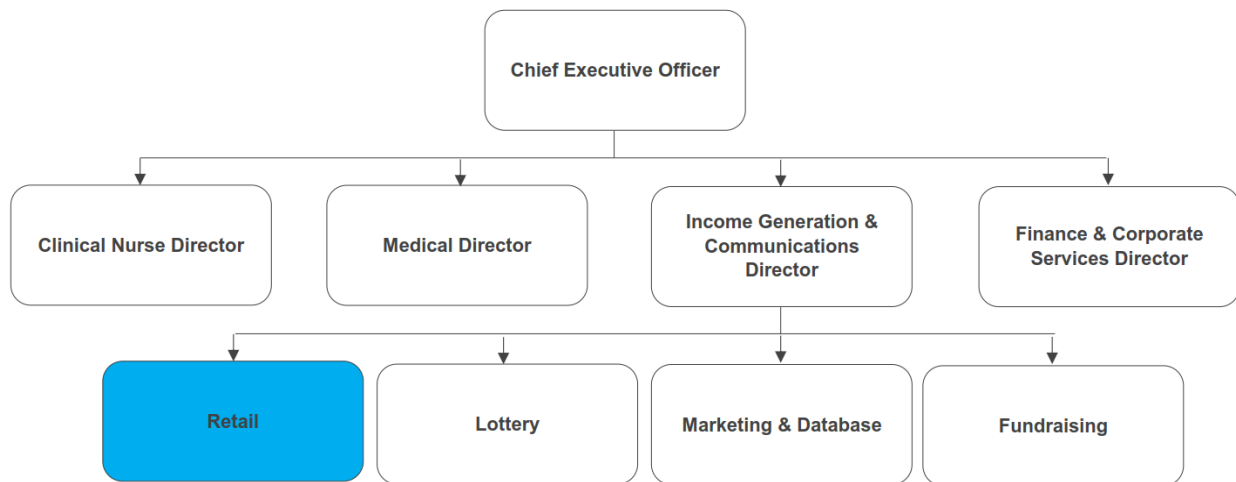


JOB DESCRIPTION

Job Title:	Warehouse Manager
Department:	Income Generation & Communications
Post Holder:	tbc
Grade:	Admin 2
Reports to:	Furniture and Ecommerce Manager
Direct Reports:	Collection & Delivery Operatives
Responsible for:	Volunteers

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To maximise profit for Bolton Hospice through the safe, efficient and effective management of the furniture shop warehouse and furniture collection and delivery operation.
Key Working Relationships:	Retail team Income Generation & Communications team Volunteers Donors and Customers Partners and Suppliers

Role Responsibilities:

Leadership & Management

- Lead Bolton Hospice's furniture warehouse and collection / delivery operations, ensuring they are well-run and contribute to the achievement of set financial and non-financial targets.
- Ensure effective systems are in place for the management of staff, including regular performance reviews, annual appraisal and personal development planning, ensuring a high quality service.
- Provide regular 1-2-1 supervision with advice and support for direct reports, providing them with effective direction in their activities.
- Deploy staff and volunteer resources effectively and to maximum benefit.
- Effectively recruit, train, supervise and motivate volunteers.
- Deliver Health and Safety training to volunteers and new members of staff and ensure all policies and procedures in relation to Health and Safety are adhered to.
- Work closely with staff and volunteers to ensure required standards and procedures are consistently maintained.
- Promote team building, open and clear communications, co-operation and appropriate networks of support for staff.
- Model the hospice's values of compassion, respect, professionalism, excellence, inclusivity and collaboration and ensure they are reflected across the furniture operation.

Furniture Warehouse & Collection / Delivery Service Operations

- Continually develop the hospice's furniture warehouse and collection / delivery service operations, regularly reviewing activity to increase efficiency and maximise income from donated goods.
- Ensure the furniture warehouse and van are well organised and well run, with safe and effective policies and procedures in place to ensure consistency across different volunteer shifts.
- Proactively manage all aspects and sections of the furniture warehouse, including incoming and outgoing stock, PAT testing, joinery, mobility, prams / bikes / fitness equipment, waste management and housekeeping, ensuring a well-run operation with the necessary documentation utilised and kept fully up to date.
- Work with the Furniture Shop Managers to assist in the display, moving and / or disposal of goods on the shop floor.
- Work closely with the Online Sales Manager and volunteers to consistently identify donated goods that should be diverted to the online sales office, to maximise income.
- Ensure that the furniture warehouse and collection service comply with best practice, relevant codes of practice and legislation (trading standards: selling second hand goods safely) and undertake regular inspections and audits to ensure compliance.
- Undertake risk assessments in relation to PAT testing, the joinery section, the mobility section, prams / bikes / fitness equipment and the warehouse and ensure all team members are aware of their responsibilities in relation to these.
- Manage the maintenance of the collections van, ensuring all regular checks are undertaken and the necessary paperwork is completed.
- Ensure all relevant equipment is in good repair, fit for use and tested regularly (e.g. tail lift, pump trucks, PAT testing machines).

- Set and maintain high standards across all aspects of the furniture warehouse and collection service, particularly in relation to Health & Safety and customer service.
- Work to ensure that donated stock levels are sufficient, and that the return on stock is maximised via rotation and redistribution.
- Provide operational support on the collections van where required, to cover planned and unplanned absences.
- Assist in necessary processes to maximise income from retail gift aid.
- Effectively deal with any complaints arising from the collection service and act on customer / donor feedback in consultation with the Furniture & Ecommerce Manager / Head of Retail to continually develop the customer experience.
- Utilise appropriate software and paper-based systems to safely and effectively manage volunteer information.

Financial & Reporting

- Monitor and report to the Furniture and Ecommerce Manager on progress against KPIs, ensuring remedial plans are devised and implemented to address any shortfalls.
- Proactively minimise costs associated with the furniture shop warehouse and collection / delivery service.

Teamwork & Collaboration

- Work closely with the Furniture Shop Managers and Online Sales Manager to ensure the efforts of the team are coordinated and complement each other.
- Attend and contribute to retail team and Income Generation & Communications department meetings as required.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Provide cover for other members of the retail team as required.

Other

- Work within agreed hospice policies, procedures and guidelines.
- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Furniture and Ecommerce Manager, Head of Retail or Director of Income Generation & Communications.

General Responsibilities:

Health and Safety

All employees have a duty to report accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

PERSON SPECIFICATION

Job Title:	Warehouse Manager
Department:	Income Generation & Communications
Grade:	Admin 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	A good standard of numeracy and literacy.	PAT testing qualification.	Application Form
EXPERIENCE	<p>Experience working within a warehouse / distribution environment.</p> <p>Experience of driving a 2-tonne van (e.g. Citroen Luton or similar).</p> <p>Experience of dealing with the public.</p> <p>Experience of supervising and motivating others.</p>	<p>Experience of working with volunteers.</p> <p>Experience of recruiting / managing volunteers.</p> <p>Experience of working in the charity sector.</p> <p>Line management experience.</p>	<p>Application Form</p> <p>Interview</p>
SKILLS	<p>Comfortable in undertaking heavy manual handling.</p> <p>Excellent customer service skills.</p> <p>Good organisational skills.</p> <p>Excellent communication and interpersonal skills - able to work alongside volunteers from all walks of life with varying learning abilities.</p> <p>Negotiation and influencing skills.</p>	<p>Practical electrical / joinery skills.</p>	<p>Application Form</p> <p>Interview</p>
KNOWLEDGE	<p>Computer literate - Microsoft Office and databases.</p> <p>Knowledge of Health and Safety legislation in relation to retail / warehousing.</p>	<p>Knowledge of legislation and regulations in relation to the sale of second hand goods.</p> <p>Knowledge of the demographics and geography of the Metropolitan Borough of Bolton.</p>	<p>Application Form</p> <p>Interview</p>

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<i>PERSONAL ATTRIBUTES</i>	<p>Self-motivated and able to use initiative.</p> <p>Able to plan, manage and prioritise own workload.</p> <p>Ability to remain calm and make effective decisions under pressure.</p> <p>Strong teamwork ethic.</p> <p>Willingness to work flexibly to fulfil the requirements of the post.</p> <p>A commitment to the vision and values of Bolton Hospice.</p> <p>A full driving licence.</p>	<p>Commitment to continuous professional development.</p>	<p>Application Form</p> <p>Interview</p>