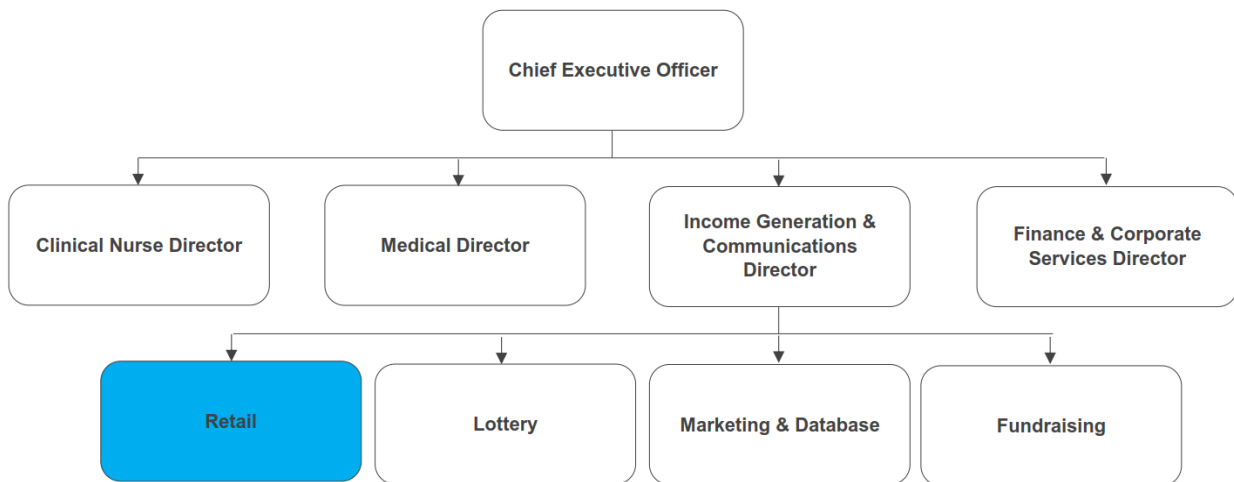


JOB DESCRIPTION

Job Title:	Warehouse Assistant
Department:	Income Generation & Communications
Post Holder:	tbc
Grade:	Ancillary 2
Reports to:	Furniture Plus Store Manager
Direct Reports:	None
Responsible for:	Retail Volunteers (direct and indirect)

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 sales and profitability for Bolton Hospice through the safe, efficient and effective supervision and operation of the furniture shop warehouse.
Key Working Relationships:	Retail and Store team Income Generation & Communications team Volunteers Donors and Customers Partners and Suppliers

Role Responsibilities:

Main Responsibilities

- Work proactively with the Furniture Plus Store Manager to ensure the effective and efficient running on the stock room, delivery area and sorting area. Work on all aspects and sections of the furniture warehouse, including incoming and outgoing stock, PAT testing, joinery, mobility, prams / bikes / fitness equipment, stock sorting, waste management and housekeeping, ensuring a well-run operation with the necessary documentation utilised and kept fully up to date.
- Work with and supervise retail volunteers in conjunction with the Store Manager.
- 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.
- Deputise for the Store Manager where appropriate.
- Support the delivery team when needed and appropriate in conjunction with the Store Manager.
- Support the shop floor operation as and when required in conjunction with the Store Manager.
- Ensure high customer service standards are maintained when dealing with the general public.
- Deploy volunteer resources effectively and to maximum benefit.
- Work closely with Retail Volunteers to ensure all policies and procedures in relation to Health and Safety are adhered to.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- 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.

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 Store Manager, 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 and 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.

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.

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.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Warehouse Assistant
Department:	Income Generation & Communications
Grade:	Ancil 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	Experience working within a warehouse / distribution environment. Experience of dealing with the public.	Experience of supervising and motivating others. Experience of working with volunteers. Experience of recruiting / managing volunteers. Experience of working in the charity sector. Experience of driving a 2-tonne van (e.g. Citroen Luton or similar).	Application Form Interview
SKILLS	Comfortable in undertaking heavy manual handling. Excellent customer service skills. Good organisational skills. Excellent communication and interpersonal skills - able to work alongside volunteers from all walks of life with varying learning abilities.	Practical electrical / joinery skills. Negotiation and influencing skills.	Application Form Interview
KNOWLEDGE	Computer literate - Microsoft Office and databases. Knowledge of Health and Safety legislation in relation to retail / warehousing.	Knowledge of legislation and regulations in relation to the sale of second hand goods. Knowledge of the demographics and geography of the Metropolitan Borough of Bolton.	Application Form Interview

	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>