

Assistant Warehouse Manager (Full Time)

Job Description



Reports to Warehouse Manager

Key stakeholders Income Generation Director, Head of Retail Operations, Warehouse Manager, Retail Sales Managers, eBay Co-ordinator, warehouse staff and volunteers

Purpose To assist in the management and operation of the warehouse and all associated activities with the aim of generating sales and income for the Hospice. To ensure that the warehouse area is safe, clean and organised. The key purpose is to maximise sales and provide a high quality customer experience, operating in a safe, clean and well organised environment. In addition, the job holder will assist in the management and supervision of staff and volunteers and ensure effective management of all warehouse activities

Key Tasks

Sales Optimisation

1. To assist in warehouse and associated activities sales and to report progress against targets to the Warehouse Manager.
2. To assist the Warehouse Manager in determining best ways to maximise sales and generate income from the sale of donated goods.
3. To work with all trading colleagues and hospice team members to maximise income opportunities and to engender a team spirit.
4. To run the warehouse in the absence of the Warehouse Manager.
5. To support the Warehouse Manager and retail shop units regarding collections and deliveries to all shop units as required. This may be delivery of supplies or the rotation of stock etc.
6. To liaise with the Warehouse Manager on the delivery and collection of sold stock and donated items in and out of the warehouse as efficiently and effectively as possible.
7. To support the Warehouse Manager on all aspects of House Clearances ensuring these are carried out to the highest standards. This should include the sorting of all saleable items and the safe disposal of items unsuitable for sale and the completion of all necessary paperwork.
8. To support the Warehouse Manager in relation to the management of vehicles, vans and the Bus, including ensuring the bus is prepared and fit for use prior to any event and to co-ordinate drivers for each event.
9. To contribute to setting sales goals and targets for the warehouse and associated activities and staff and volunteers.
10. To work with the Warehouse Manager on promoting monthly Hospice led initiatives in the warehouse such as maximising gift aid opportunities or advertising Hospice events and activities.
11. To ensure that any customers who come into the warehouse have a positive customer experience and make every effort to build a repeat customer base.
12. To meet and greet customers as they enter the warehouse and to ensure that other staff or volunteers also greet customers.
13. To capture accurate customer data
14. To liaise with the eBay Co-ordinator in relation to any donated items that may be considered valuable to ensure that income is maximised from these donations.
15. To create relationships within the local community to promote and raise awareness of St. Luke's Hospice.
16. To ensure that all donations are dealt with correctly and appropriately and to check incoming stock and sort and dispose of unsaleable items.
17. To provide regular progress reports to the Warehouse Manager as and when required.
18. To attend regular meetings at the Hospice with other members of the Trading team and Hospice staff.

Staff and Volunteer Management

1. To manage staff and volunteers in the absence of the Warehouse Manager and to ensure high standards of supervision and customer service.
2. To help recruit new volunteers as and when required in conjunction with the Volunteer Support Team.
3. To assist in setting and maintaining rotas to ensure that the warehouse and associated activities are adequately and appropriately staffed.
4. To assist in staff and volunteer training. This includes having an understanding and background to the work of the Hospice as well as any legal responsibilities such as Health and Safety, Sale of Goods Act, Trading Standards Regulations and training around warehouse security and how to operate the till.
5. To communicate and update staff/volunteers as and when required and to foster team working and a positive place to work.

Warehouse Health and Safety, Security, Merchandising and Management

1. To work with the Health and Safety Manager and Warehouse Manager to ensure safe working environments for staff, volunteers and members of the public.
2. To ensure that risk assessments are carried out or updated as and when required.
3. To ensure warehouse housekeeping is to a high standard and that the warehouse is clean, tidy and well organised to aid operations.
4. To be compliant with standards for the sale of goods and products.
5. To open the warehouse when appropriate and act as a main key holder and ensure that others holding keys adhere to procedures.
6. To undertake banking in line with Hospice procedures.
7. To work within appropriate security procedures for warehouse takings, within the warehouse itself and to best protect staff and volunteers.
8. To work with the Warehouse Manager to ensure that security procedures are understood and implemented by staff and volunteers.
9. To adhere to pricing guidelines issued by the Head of Retail Operations.
10. To ensure all equipment is in good working order and to inform the Warehouse Manager or Head of Retail Operations of any repairs and maintenance requirements.
11. To apply cash register procedures.

General

1. To organise and plan own workload, in consultation with the Warehouse Manager to ensure that all deadlines are met.
2. To adapt to any new technology that may be introduced and to train others in its use.
3. To ensure that safe systems are in place for staff, volunteers and customers and to comply with health and safety requirements and trading standards.
4. To adhere to all St Luke's Hospice policies and procedures at all times and ensure that staff and volunteers under supervision do the same.
5. To have an understanding of the ethos and work of the Hospice
6. To undertake any other reasonable tasks as may be requested from time to time.

This job description may vary from time to time according to the needs of St Luke's Hospice.