



Job Title: Distribution Centre Assistant Manager

Salary: £25,511 per year (plus enhancement for Sunday working at 1.66 / time plus two thirds)

Location: Distribution Centre

Hours: 37.5 hours per week including Saturdays and Sundays on rota. Working 4 out of 7

Reports to: Distribution Centre Manager

Responsible for: Supervision of volunteers

Purpose of Job:

To support and assist the Distribution Centre Manager with the day-to-day management of the distribution centre including:

- Supporting the effective and efficient receiving and processing of donated stock and New Goods and distributing stock to all our retail shops in line with service level agreements
- To support the collection and deliver of furniture to our customers whilst maintaining high levels of customer service
- To support the recruitment, management and train a team of staff and volunteers
- To assist the management a fleet of company vehicles ensuring they are safe, roadworthy and maintained in line with company policy

Main Tasks:

- Supporting the Distribution Manager with the daily operation of sorting and processing donations from the general public and from the stores
- Identifying fashion brands and trends so that the stores have good quality stock to sell
- To support the redistribution of stock to stores ensuring they have right amount of stock to achieve their sales budgets
- Support the management of New Goods, including accepting deliveries and supporting the distribution to stores
- Identifying specific stock that can be sold on Ebay and in our specialist Vintage store
- To promote Gift Aid, including training of all staff and volunteers and ensure all administration procedures are followed in line with HMRC regulations
- To support the management of the driving team ensuing they are fully trained, motivated and performing to the expected level
- Provide excellent customer service at all times both internally and externally
- Maintain high standards of housekeeping in all areas of the DC
- To support the an effective to manage all waste and recycling for the DC promoting effective ways to dispose of waste

- Ensure that all areas of the DC comply to the all H&S requirements including training and documentation
- Support the Home Store team with furniture collections and deliveries and with the manual handling of furniture on the shop floor
- To support the area team with stationary orders placed by the store
- Supporting the Distribution Manager ensuring that we accurate records for, equipment and for the vans

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
- To ensure all staff and volunteers are trained in fire/evacuation procedures
- To ensure compliance to data protection legislation, particular in Gift Aid and staff records
- Follow Thames Hospice procedures when handling money and goods and ensure adequate security of the shop, its personnel, money and goods
- 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. roll out of new initiatives or projects
- Travel to retail meetings and training sessions as required
- Engage with and support activities of the wider organisation e.g. fundraising, marketing, and volunteering
- 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
- Deputise for the Distribution manager when required

General

- It is a manual role involving lifting, sorting, and carrying donated stock, new goods and furniture
- Proportion of day spent working on a computer, inputting information
- Occasionally dealing with difficult / challenging customers

Working Pattern

Your normal working pattern will change each week, subject to the needs of the business and the levels of staff and volunteers available to work, and will involve a regular element of weekend working.

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

- Recent experience of working in a Distribution Centre or warehouse environment
- Ability to co-ordinate resources in order to meet the daily demands of stock distribution, making effective decisions within an often pressurised environment
- Knowledge of high street brands, trends and fashion
- Knowledge of Health and Safety obligations
- Experience of recruiting and supervising volunteers
- Experience of working for a charity
- 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*)