

Role Profile

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job Role	Deputy Donation Centre Manager
Department	Donation Centre
Reports to	Retail Area Manager
Location	Donation Centre

Background Information

The Donation Centre is the point of drop off for our donors, a hub for stock holding and distribution to our shops and customers

Job Summary

To act as a key support for Retail General Managers in procuring stock, achieving a high level of Gift Aid and liaising with shop teams in maximising space allocation.

Managing the Warehouse and Delivery and Collection team to deliver outstanding customer service to our internal and external customers.

Key Accountabilities & Responsibilities

Support General Retail Managers in branch stock distribution

Maintain expenditure within agreed budgets.

Analyse management reports, acting on information to improve income, expenditure and ways of working.

Use initiative to resolve routine and non-routine problems, identifying best course of action to achieve results

Work with and direct others to maintain a safe working environment

Building Safety and Security

- Responsible for the health & safety of all staff, volunteers and visitors to the Donation Centre site including fire safety, on site PPE, policies and procedures related to working in a warehouse environment.
- Liaising with the Health & Safety Consultant and Facilities Manager in decision making on health and safety issues and compliance with Health and Safety at Work Act 1974
- Responsible for delivering Manual Handling training to all retail managers and warehouse building staff and recording attendance with HR
- Responsible for the completion of day-to-day administration relating to Health & Safety, Delivery and Collection vehicles, staff and volunteer records.
- Scheduling equipment and vehicle maintenance, requesting the repair/replacement of equipment when required through Facilities Work Order and reporting any concerns to the Retail General Manager
- Key holder for the Donation Centre and to ensure that the building is safe and secure at all times.

Customer and Donor

- Promote the need for stock via social media/in house marketing
- Ensure that all customers to the Donation Centre have a positive customer experience and all complaints are dealt with in an effective manner.
- Maximise Gift Aid through recruiting donors and process all gift aid donations in accordance with the gift aid process.
- Supervising delivery and collection schedules for customers, donors and the retail shops.

Staff and Volunteers

- Manage, motivate and recruit staff and volunteers and ensure relevant HR procedures are followed (121's, appraisals, discipline, grievance etc.)
- Responsible for advising and training all staff and volunteers in health and safety including moving and handling, moving goods safely, storage systems and safe systems of work.
- Responsible for promoting and training Gift Aid processes and procedures
- Responsible for the learning and development of staff
- Responsible for supervising staff and volunteer purchases, ensuring the correct process is followed
- Liaise with the Ecommerce team to maximise income from valuable donations
- Liaise with Volunteer coordinator to promote volunteering and liaise with external agencies

Stock

- Managing the receipt and storage of incoming donated items, ensuring products are stocked correctly and safely.
- Ensure opening hours are maximised between 8.30am-3.30pm
- Plan for seasonal changes
- Plan the collection of furniture with Retail General Manager using both internal and external fleets
- Work in collaboration with Retail General Manager to identify branch stock allocation
- Processing orders from shops and ensuring a flow of donated goods for distribution to the appropriate shops.

- Responsibility for stock procurement most importantly furniture
- Ensure the recycling processes are maximised to generate income and ensure the safe disposal of unsaleable goods re. WEE/Sale of Goods Act 1979
- Monitor space and track stock levels, highlighting concerns to the General Retail Manager.
- Responsible for pricing goods that are sold directly from the Donations Centre

Key Working Relationships

Internal

- All retail departments within the building and off site – fulfilling stock requests, collaborative working
- Volunteers – Collaborative working
- Facilities – raising work orders
- Fundraising – Supporting movement of equipment on site
- Community nursing teams – Resourcing and providing equipment for patients

External

- Donors – Accepting stock donations
- Customers – assisting with purchases and collections
- Contractors – Site security and awareness
- Site Visitors – Site security and awareness

Job Scope

Decision making level	<ul style="list-style-type: none"> • Daily decision making in relation to prioritising workload for self and team. • Contributes to decisions to improve systems and processes. • Responsible for staffing rotas. • Responsible for the maintenance of equipment and raising work orders.
Financial resources	<ul style="list-style-type: none"> • Responsible for Donation Centre annual budget • Responsible for ensuring that enough stock generated to achieve shop sales targets • Responsible for the vans
Other resources	
People management	<ul style="list-style-type: none"> • Direct Line management of van drivers x 2; donation centre assistants x 2; e-commerce assistant • Line management of up to 20 volunteers

Legal, regulatory and compliance responsibility	<ul style="list-style-type: none">• Responsible for the Health and Safety of the Donation Centre, staff and volunteers.
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Person Specification

Knowledge, qualifications and experience

- GCSE Grade A-C in Maths and English or equivalent
- Qualification on H&S procedures (IOSH) or willing to undertake on joining
- Qualification in First Aid or willing to undertake on joining
- Demonstrable experience in Warehouse Management
- Experience of logistics processes
- Knowledge of Health and Safety in a warehouse environment
- Knowledge of warehouse operations and practices
- Experience of managing or supervising a team of employees
- Experience in sales and cash handling
- Driving Licence and ability to drive 3.5 tonne vehicle

Skills and abilities

- Good communication skills, verbal and written
- Ability to motivate others, delegate work and explain ideas.
- Ability to work towards and meet sales targets
- Commercial acumen
- Strong organisation and problem solving skills
- Proven ability to plan and prioritise workloads
- Proficient in using Microsoft Office including Outlook, Word and Excel

Other

- Physically fit – role involves manual handling for which suitable training will be given.
- The role involves working some Saturdays.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**