

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	Warehouse Assistant
Department	Donation Centre
Reports to	Donation Centre Manager
Location	Donation Centre

Background Information

The Donation Centre is a point of donation for our donors, a hub for stock holding and distribution to our shops and customers.

Job Purpose

To assist in the warehouse operation, overseeing stock donation, sorting and re distribution.

Key Accountabilities & Responsibilities

Donor and Customers

- Actively promote great customer service at all times
- Answer telephone calls and assist in arranging deliveries and collections
- Assist with the loading and unloading of delivery and donor/customer vehicles
- Deal effectively with complaints
- Actively recruit Gift Aid, processing goods following Gift Aid procedures
- Assist with daily cash handling and banking procedures when requested by manager
- Assist the Donation & Warehouse Manager in meeting all agreed financial targets

Building Safety and Security

- To occasionally be responsible for the Donation Centre when the Donation & Warehouse Manager is absent
- Assist the Donation & Warehouse Manager in meeting all Health and Safety regulations
- Responsible for the days open and close procedures on the EPOS system
- Take responsibility for the warehouse in absence of managers
- To be a key holder for the Donation Centre
- To assist with keeping the warehouse clean, tidy and operational

Stock

- Manage donations to reduce waste and support reuse, recycling initiatives
- Assist with sale day preparation
- Assist with deliveries and collections as requested

Volunteers

- Assist with volunteer recruitment and induction
- Assist with motivating and training volunteers

Key Working Relationships

Internal

- All retail departments - 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	Day to day decisions in relation to guiding volunteers work load, handling donor and customer calls and queries. Daily decisions on donation acceptance, what we can and cannot accept
Financial resources	Shared responsibility for Cash handling - Processing sales and cash donations Banking
Other resources	Shared responsibility for maintaining donor and customer information
People management	Shared responsibility of overseeing up to 8 volunteers per day in their day to day work
Legal, regulatory and compliance responsibility	Assist Donation & Warehouse Manager with building Health and safety checks

Person Specification

Knowledge, qualifications and experience

- Good general education and level of literacy and numeracy
- Basic knowledge of Word and Outlook
- Knowledge of safe manual handling
- Experience of providing great customer service and dealing with the general public
- Experience of EPOS systems
- Experience of cash handling
- Driving experience up to 3.5 tonne vehicle

Skills and abilities

Required

- Good organisational skills
- Good communication skills, written and oral

- Good interpersonal skills, ability to build relationships at all levels
- Accurate record keeping skills

Desirable

- Understanding of GDPR
- Understanding of Gift aid

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.

March 2024