



PILGRIMS HOSPICES IN EAST KENT

JOB DESCRIPTION

Job Title:	Warehouse Supervisor
Department:	Retail
Responsible to:	Warehouse & Logistics Manager
Accountable to:	Head of Retail
Location:	Tivoli Brooks Warehouse

General

Employing over 400 staff and supported by 1500 volunteers, Pilgrims Hospices in East Kent is one of the largest hospices in the UK with units in Canterbury, Margate and Ashford. Each unit provides in-patient facilities, day hospice care and a team of Community Nurses to provide advice and support to patients in their own homes. All our services benefit from a well-resourced multidisciplinary team including full-time counselors and chaplains at each site, with support from a range of other dedicated therapy staff.

In addition, the hospice has a central services team comprising Human Resources, Education, Accounts, IT Retail, Fundraising and Lottery

Retail

A key income generator for Pilgrims Hospices are our 31 shops and eBay selling operation, which are supported by our distribution centers and logistics personnel..

We are proud that our shops are staffed by volunteers and together they have a cumulative turnover of circa £4.7m.

Purpose

The post holder will support the Warehouse Manager in the effective day to day operation and management of the warehouse, staff and volunteers. Details for duties and responsibilities are as follows:

1. Job Dimensions

To support the Warehouse Manager with the day to day running of the Warehouse and Logistics Operation:

- Meeting agreed financial targets.
- Maintaining effective stock management
- Ensuring that orders raised are accurately picked and supplied to shops as required, and that mail is delivered as soon as practical in accordance with van routes and schedules
- Ensure that the Driver teams have all the required paperwork for their day's work
- Managing and training volunteers.
- Carrying out warehouse administration particularly in relation to the preparation and loading of 'rag' items.
- Ensuring adequate security is maintained at all times.
- Following health and safety policy & procedures and giving training when needed..
- Implementing and ensuring the growth of our Gift Aid scheme.

2. Principal accountabilities and responsibilities – to support the Warehouse Manager, and act as their deputy in their absence:

Warehouse Supervision

- Provide a courteous and helpful service to the public and to internal customers.
- Support the warehouse team with the receipt, sorting, and preparation of stock received in the warehouse, ensuring that all areas are properly staffed and working to agreed targets.
- Identify areas where additional support may be required and adjust the teams workload accordingly to provide the required support
- Ensure the warehouse is adequately set up for the day's activity
- Maintain good levels of dialogue with the Furniture Administration Team to ensure that all staff are aware of any large deliveries that may be expected into the warehouse.
- Maintain good segregation of stock with particular attention being paid to the 'Sold Bay', 'Out Bay' and 'Furniture Bay'.
- Ensure good housekeeping is adhered to, at all times, in accordance with our Health & Safety training and policy.
- Implement and maintain our "Gift Aid" Scheme in accordance with the policies and processes set out by Head Office.
- Ensure that the advertised trading hours are adhered to.
- Work to our Retail policies and procedures.

Supervision of Volunteers

- Recruit, train and retain our volunteers, in accordance with our Pilgrims Hospices behaviours
- Organise and manage the work of volunteers.
- Ensure that volunteer paperwork is completed in full and forwarded to Head Office, for references and processing.

Finances

- Follow Pilgrims Hospices policies for processing sales and handling cash

Policies and procedures

- To be aware of and comply with all Pilgrims Hospices Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
- Ensure volunteers adhere to relevant Pilgrims Hospice policies and procedures.
- Ensure that all volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
- To be aware of and comply with Trading Standards Legislation.

3. Measures of Success

- Achieving Agreed measurable targets.
- Excellent customer service.
- Volunteer recruitment, training and retention.
- Regular ongoing performance review and appraisal.
- Gift Aid sign ups, Agreed Gift Aid Sales percentage.

4. Communications & Relationships

Internal

Head of Retail
Retail General Managers
Tivoli Administration Team
Volunteers
Drivers
Fundraising Managers
Volunteer Fundraising Groups
Human Resources
Finance
I.T

External

Customers
Donors
General Public
Trades & Services
Local Government & Agencies

5. General Statements

Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Code of Conduct

The post-holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team member by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospice reputation

Flexibility

The post-holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

Other

Post holders are expected to be familiar with and comply with the policies and procedures published by Pilgrims Hospices in East Kent. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time.

The Job Description is not exhaustive. The Post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

JOB DESCRIPTION AGREEMENT –

I have read this job description and understand their contents in relationship to my day-to-day duties.

Jobholder's name (Please print).....

Jobholder's signature:..... Date.....

Person Specification
Retail Manager

Essential	Desirable	Assessed By
Experience		
Retail sales experience		
Worked in a target driven environment		
Entrepreneurial and commercially minded		
Numerate		
	Worked with or Managed volunteers	
	Charity shop experience	
Qualifications		
Educated to GCSE or equivalent in Math's and English		
	Have attended retail sector training courses	
	Has a Retail Management NVQ	
Skills, Knowledge & Abilities		
Creative flair with an eye for detail and able to present stock to a high standard		
	Epos past user and IT literate	
Willingness to learn and seek advice		
Excellent communication and interpersonal skills, personable and able to relate to volunteers		
Health and Safety aware and use to ensuring a safe working environment		
Personal attributes		
A flexible and positive attitude		
A motivational team builder, who recognises potential in others		
Ability to work independently with minimal supervision		
Excellent people skills		
Personal Circumstances		
Able to work Monday to Sunday in a regular shift pattern		
Able to work flexibly and additional hours from time to time		