



PILGRIMS HOSPICES IN EAST KENT

JOB DESCRIPTION

Job Title:	Warehouse Operative
Department:	Retail
Responsible to:	Warehouse Manager
Location:	Tivoli Brooks

General

Employing over 300 staff and supported by 1000 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 counsellors 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 and Fundraising.

Pilgrims Hospices in East Kent also has associated companies, Pilgrims Hospice Lottery Ltd and Hospice Shops Ltd.

Pilgrims Hospices has 32 shops throughout East Kent. There are a mix of general charity shops, furniture shops and specialist shops selling books and vintage items, an eBay operation and warehouses.

The shops are staffed by volunteers and have an annual turnover of over £3.3m.

1. Job Purpose

The post holder is responsible for the sorting, storing and distribution of charity shop stocks, ensuring that relevant stock is set aside for appropriate shops as and when they need it.

Good housekeeping in the warehouse and the identification and disposal of surplus and waste donations either through recyclers or through the waste stream, however, waste should be kept to the absolute minimum..

2. Job Dimensions

- The receipt, sorting, storage and distribution of non furniture stocks, including, but not limited to; clothing, bric-a-brac, small electrical items, toys, games, multimedia, and pictures.
- The job holder should be able to identify donations that will sell in specialist shops or on eBay, training will be provided for this

3. **Principal accountabilities and responsibilities**

Stock & Warehouse

- Receive stocks collected by our drivers and donations delivered by members of the public
- Label and identify the sources of stock and store in a safe and accessible manner as directed by the Warehouse manager
- Sort the stock and remove un-saleable donations. Categorise the good stock, label and store in a safe and accessible manner.
- Select stocks specifically for sale in our specialist, furniture and general shops and carry out additional preparation, ticketing and pricing as directed by the Warehouse Manager
- Liaise with our recycling contractors for the disposal of our surplus stocks and waste
- Ensure warehouse is clean & tidy at all times
- General warehouse duties, moving and storing goods for other departments

Retailing (The shop)

- Prepare, price and maintain stock of donations for sale
- Liaise with the Warehouse manager to ensure a balanced supply of stock in the shop
- Implement and maintain "Gift Aid" Scheme in accordance with policies.
- Assist in Warehouse Shop as required.

Other duties

- To be aware of and comply with all Hospice Shops Ltd Health & Safety policies relating to the welfare and safety of volunteers and the operation of the warehouse and shop and all items sold.
- 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

4. **Communications & Relationships**

Internal

Warehouse Manager
Business Development Manager
Area Managers
Cluster Managers
Shop Managers
Retail Administrator
Shop & warehouse Volunteers
Furniture Drivers

External

Customers
Donors
General Public
Trades & Services
Recyclers

5. General Statements

Corporate Governance

The postholder 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 postholder 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 postholder 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 postholder 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 postholder 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 postholder 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.....

Revised *

**Person Specification
Warehouse Operative**

Essential	Desirable
	Sorting and pricing donations for sale in charity shops
	Working in a warehouse
	Lifting heavy goods
	Charity shop experience
	Working with volunteers
Qualifications	
	A clean driving license
	Commercial retail sector training courses
Good standard of general education	
Skills, Knowledge & Abilities	
Conscientious, take pride in their work	
Able to work effectively with minimum supervision	
Good communication and interpersonal skills, personable and able to relate to volunteers	
	Knowledge of vintage fashions and collectables and an eye for interesting items and good working knowledge of High Street Clothing Brands
Personal attributes	
Flexible attitude and ability to work as part of a team	
Presentable and tidy appearance	
A proven record of a high level of attendance at work	
Personal Circumstances	
Able to work flexibly and additional hours including weekends	