



## **Job Description**

### **1. JOB DETAILS**

<b>Job Title:</b>	Warehouse Assistant
<b>Location:</b>	Hospiscare Enterprise Centre, Exeter EX2 8RB
<b>Team/Directorate:</b>	Retail
<b>Responsible To:</b>	Warehouse and Logistics Manager
<b>Responsible For:</b>	N/A
<b>Accountable to:</b>	Head of Retail

### **2. JOB PURPOSE**

To process donations received at the warehouse.

To assist with stock fulfilment for all Hospiscare's retail outlets.

### **3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

#### **3.1 Main Responsibilities**

- Assist with the sorting of donations from the general public, house clearance, collections and corporate partners, to ensure stock flow is maintained.
- Support the maintaining and increasing of Gift Aid revenue through donor sign up, ensuring that donor details are accurately recorded on the Epos system, to ensure the database is correct.
- Follow guidelines when sorting, adhering to set standards on quality, to ensure high standards are maintained.
- Provide all shops with their donated stock fulfilment, giving priority to those shops identified by the Warehouse and Logistics Manager, to support their sales so budget is achieved.

- Assist with the pricing of donated items following relevant guidelines to ensure stock flow is maintained and revenue achieved.
- Support the movement of incoming furniture in the warehouse, complying with Trading Standards regulations and agreed quality levels, to ensure standards are maintained and income is achieved.
- Maintain work areas throughout the warehouse, following guidelines and processes to ensure the required levels of cleanliness and tidiness are sustained at all times.
- Follow recycling procedures, disposing of items which are unsaleable or do not conform to Trading Standard requirements, and alerting the Warehouse and Logistics Manager when a collection is required, to ensure Hospiscare adheres to the procedures set by recycling partners.
- Perform other tasks within the warehouse as required by the Warehouse and Logistics Manager, to ensure continuity of the overall operation.

### **3.2 Key Contacts**

#### **Internal:**

- Warehouse and Logistics Manager
- Volunteers
- Ecommerce team
- Shops Development Managers
- Shop Managers
- House Clearance team
- Gift Aid Administrator

#### **External:**

- Customers and members of the public

### **3.3 Health & Safety**

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Hospiscare
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable
- Manage own work life balance and general wellbeing, including any relevant pressures in respect of lone working, travel, difficult environments and challenging situations

### **3.4 General**

- Be aware of and adhere to Hospiscare policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Hospiscare departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

### **3.5 Other**

- Apply the Hospiscare values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Hospiscare

**WAREHOUSE ASSISTANT**  
**Person Specification**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications and specific training	General education to GCSE level, including maths and English at C/4, or equivalent	
Experience	<p>Demonstrable experience of working as part of a team</p> <p>Demonstrable experience of providing a high level of customer service</p>	<p>Experience of working with computerised epos systems</p> <p>Experience of working with volunteers</p>
Knowledge	Understanding of high street clothing brands/furniture/homewares	<p>Understanding of an epos system for data inputting</p> <p>Awareness of the law relating to sale of second hand items</p> <p>Awareness of Gift Aid</p> <p>Understanding of vintage/retro clothing, furniture and accessories</p>
Skills	<p>Developed communication and interpersonal skills</p> <p>Developed IT skills</p>	
Personal attributes	<p>Ability to work autonomously and act on own initiative, seeking advice/escalating issues when appropriate</p> <p>Personal resilience and the ability to respond positively to change</p> <p>A solution focussed approach</p> <p>Team player</p>	

	<p>Able to demonstrate sensitivity when required</p> <p>Awareness of equality, diversity and inclusion in all aspects of work</p>	
Additional requirements	Physically capable of undertaking the manual handling requirements of the role	Able to travel to work at other Hospiscare locations on occasion if required

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties and responsibilities the post holder may undertake and will be subject to review.**

**Post Holders Signature:**

**Date:**