

PILGRIMS HOSPICES – JOB DESCRIPTION

Warehouse Operative

MAIN PURPOSE AND SCOPE OF THE JOB:

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..

POSITION IN ORGANISATION

Reports to: Warehouse Manager

Location: Tivoli, Margate

DUTIES AND KEY RESPONSIBILITIES

General

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 £5.5m.

1. Job Dimensions

To support the Retail Manager with ensuring sufficient stock is processed daily to maintain the required stock density in store.

- Effectively and safely handle and sort stock (donations) in the warehouse.
- The receipt, sorting, storage and distribution of [non-furniture] stock, including, but not limited to; clothing, bric-a-brac, small electrical items, toys, games, multimedia, books and pictures.
- Work alongside and guide volunteers processing stock.
- Following health and safety policy & procedures in a busy warehouse.
- Identify Gift Aided stock and label appropriately.
- Working 1 in 6 Saturdays (with a day off in lieu).

2. Principal accountabilities and responsibilities

Stock & Warehouse

- Receive, sort, prepare and label stock of donations for sale.
- Moving and storing the stock in a safe and accessible manner.
- Select stocks specifically for sale in our specialist, furniture and general shops and carry out additional preparation, and identify inappropriate items or those that cannot be legally sold.
- Ensure warehouse is clean & tidy at all times.
- Preparation and sorting of recycled goods to be collected from our recycling companies in line with good practice.
- To be responsible for a dedicated specialist processing area (for example music, books or bric a brac) and cross train to cover specialist sorting from vintage and retro to goods.
- PAT testing electricals goods passing through the warehouse and also PAT testing off site at shops. (Training is provided).
- To be aware of and comply with Trading Standards Legislation
- Prepare orders for an array of shops meeting individual shop requirements (eg: vintage, discount, specialist, high end.)
- Assist the Warehouse Administration Team with picking and despatching admin related orders.

Retailing (The shop)

- To be 'till trained' to support the Warehouse shop(s) when customers need assistance and wish to pay for goods.
- To act as 'stand in' support for the Retail Shops, covering lunch breaks and on occasion holiday or absence.

Other duties

- To support our drivers unload stock and occasionally participate in delivery runs and collections of stock.
- To be aware of and comply with all relevant Health & Safety policies relating to working in a busy warehouse.
- Respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment

3. 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.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

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.

Data Protection

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

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 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 hospices 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.

This Job Description is not exhaustive. 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 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.

Updated: December 2024

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.....

PILGRIMS HOSPICES – PERSON SPECIFICATION

Warehouse Operative

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

| | CRITERIA | E - Essential or D - Desirable |
|--|---|-----------------------------------|
| EXPERIENCE | <ul style="list-style-type: none"> Working effectively within a team. <i>(desirable)</i> Working in a warehouse environment. <i>(desirable)</i> Working in a charity shop and / or with volunteers. | E D D |
| SKILLS, KNOWLEDGE & ABILITIES | <ul style="list-style-type: none"> 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. Ability to lift heavy goods. <i>(desirable)</i> Knowledge of vintage fashions and collectables and an eye for interesting items | E E E E D |
| PERSONAL ATTRIBUTES | <ul style="list-style-type: none"> Flexible attitude and friendly disposition. Presentable and tidy appearance. <i>(desirable)</i> Ability to pick up additional shifts | E E D |