

## DEMELZA HOSPICE CARE FOR CHILDREN

### JOB DESCRIPTION

**JOB TITLE -** Retail Distribution Assistant

**REPORTS TO -** Stock Distribution Manager

**RESPONSIBLE FOR –** Distribution Volunteers

### PURPOSE OF ROLE

To take lead for processing gift aided stock. To distribute stock to the most appropriate outlet to maximise shop sales and achievement of target. To ensure the effective distribution of donated and bought in stock items throughout our retail outlets and distribution centre. This would include covering van routes.

### KEY RESPONSIBILITIES

#### Sorting, Stock Control and Distribution

- Sort and grade incoming donated stock and ticket as appropriate to meet required standards for shops
- Prioritise administration, processing and the distribution of Gift Aided (GA) items
- Ensure that all sellable goods are dispatched efficiently and accurately to the most appropriate shop
- Ensure that all unsellable items are recycled and sold where possible to external agents
- Train employees and volunteers in correct sorting procedures and till processing
- Liaise closely with Area Retail Managers/Shop Managers regarding shop GA requirements
- Assist with processing non-GA stock as required
- Maximise revenue by actively encouraging donors to take up the Gift Aid option on collections and donations

#### Volunteer Responsibilities

- To lead and support a team of volunteers assisting with the GA sorting operation
- To assist with recruiting new volunteers, as and when required

#### Other Responsibilities

- To maintain all administration systems requested by the Stock Distribution Manager
- Ensure health and safety procedures are adhered to and that all staff and volunteers are aware of all relevant procedures
- Liaise with Stock Distribution Manager with regards to health and safety issues
- Provide precise and detailed information on the sorting and distribution operation to allow accurate monitoring and forward planning
- To ensure that all personal data is handled in accordance with UK & EU Data Protection Regulations

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## PERSON SPECIFICATION

### Essential

- Able to identify quality fashion garments and accessories and sellable High Street labels
- Good communication skills
- Able to undertake moderate to heavy moving and handling duties with inconsistent loads
- Able to work under tight deadlines and re-prioritise a changing workload
- Flexible hands on approach
- Able to process high volumes of stock
- Able to offer flexible hours of working and, given appropriate notice, be prepared to help cover absence/holiday hours for delivery driver
- An effective communicator at all levels
- Able to work on own initiative
- Able to undertake thorough record keeping
- A flexible 'can do' approach and willingness to 'muck in', take a hands on approach and lead by example on any duties or general caretaking tasks
- Ability to undertake moderate to heavy moving and handling duties with inconsistent loads

### Desirable

- Previous charity shop experience
- IT skills
- Able to identify collectable/desirable ornaments and bric-a-brac
- Full driving licence, and over 21 years of age with over 2 years driving experience (for insurance purposes)

**The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.**

**Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.**

**Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.**

**All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.**

**Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.**

**ISSUE DATE – April 2018**

**REVIEW DATE – April 2019**

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