Job Description

JOB TITLE:	Donation Centre Manager
REPORTS TO:	Operations and E-Commerce Manager
DEPARTMENT:	Shops
SALARY:	£30 732
WORKING PATTERN:	37.5 hours per week, working 5 days out of 6 on a flexible rota

Job Summary

You will oversee all stock movement in and out of the Donation Centre and supervise a team of staff and volunteers in the timely distribution of donated and trading stock to all of the shops as specified by the Operations and E-Commerce Manager. It is the responsibility of the Donation Centre Manager to maintain a clean, tidy, safe and efficient Donation Centre with a high level of organisation and logical storage solutions.

Key Responsibilities

Leadership and line management

- To be responsible for providing effective supervision and communication to the distribution team which consists of assistant managers, managing all day-to-day activity within the Distribution Centre.
- To supervise the Distribution Team which includes assistant managers, Donation Centre volunteers providing adequate training/induction, monitoring staff performance, carrying out appraisals, and dealing with any absence, capability or disciplinary issues, in line with HR policies and procedures. Keeping all administration associated with staff and volunteers up to date and in line with GDPR and IG compliance.
- Under the direction of the Operations and E-Commerce Manager lead the recruitment of all distribution staff and volunteers/work placements, to ensure adequate levels of staff/volunteers (including rota management and managing/authorising all annual leave requests), to support the efficient running of the Donation Centre.

Operational

- To brief the Distribution Team daily; motivating, organising and promoting a positive working environment across the workforce.
- To be responsible for increasing the efficiency of distribution operations to reduce costs improve productivity and ensure targets are met or exceeded.

- To be responsible for the efficient turnaround of stock requests identifying the most profitable stock for selling, communicating with retail managers and researching products where appropriate to ensure optimal sales value.
- To communicate daily requirements to drivers about delivery and collection to ensure efficient and timely stock allocation.
- Be responsible for ensuring the correct current Donation Centre procedures are adhered to, especially in the categorising and storage of stock, distribution of stock and vehicle routes.
- Implement and maintain efficient storage and distribution systems and procedures.
- Implement and maintain efficient storage for out of season stock.
- To control the retail recycling and waste management systems keeping up to date with changes and sourcing the best possible price for waste materials.
- To have a clear focus on Gift Aid and loyalty sign up for all direct donations into the Donation Centre and ensure that all staff and volunteers accepting donations do so also.
- To have a clear focus on donor Gift Aid sign up and identifying all gift aided items of current donors via the collection service using the current epos database.
- Be responsible and accountable for the correct recording, storage and filing of paperwork associated with the operations of the Donation Centre.

Health and Safety

- To act as the lead for Health and Safety within the Donation Centre with a willingness to undertake relevant training to help achieve this.
- To be responsible for carrying out necessary fire safety precautions and for promoting a positive attitude towards Health and Safety, security and fire, in line with Organisational Policy.
- To be responsible for the security of the site premises and contents, including the organisation of staff to open and close the premises.
- To undertake regular Health and Safety audits and liaise with the person responsible for health and safety.
- To ensure that planned maintenance is carried out efficiently and that all sub-contractors are supervised and comply with site safety rules.
- Monitor retail vehicles and make sure they are in good working condition with MOT and servicing up to date, report any concerns to the Operations and E-Commerce Manager. Ensure regular daily technical checks and regular cleaning.

All other Responsibilities

- To be responsible for ensuring compliance with trading standards and regulations in line with Organisational Policy.
- To be responsible for reporting all accidents, injuries and incidents occurring in the area under his/her control.

- Supply information as required by the Operations and E-Commerce Manager including voluntary hours, stock control, holidays, sickness and absence.
- Attend meetings as directed as appropriate by the Operations and E-Commerce Manager.
- Attend relevant training courses, as agreed with the Operations and E-Commerce Manager.
- Undertake any other relevant duties as reasonably requested by the Operations and E-Commerce Manager.
- Enhance the profile and awareness of St Luke's Hospice throughout our communities.
- Resolution of warehouse and collections customer complaints and staff issues in partnership with the Operations and E-Commerce Manager.
- Carry out any other duties or general tasks and hours of work as may reasonably be required as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by your Line Manager or his/her higher level of authority.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

Person specification

Qualifications

A good standard of education with high literacy and numeracy

Essential

- Experience in warehouse management, stock control and delivery scheduling.
- Experience in retail management or charity retail management
- Knowledge of makes and brands of clothing and various goods
- Good level of computer literacy

Desirable

- Experience in the charity or voluntary sector
- Experience in managing Health and Safety
- Experience in managing volunteers
- Local geographical knowledge
- Trading standards knowledge

Qualities

- The ability to work under pressure whilst remaining calm and organised.
- To be receptive to change and to act as a change agent.
- Excellent communication and leadership skills with the ability to maintain excellent rapport with the team as well as supporters and donors.
- To demonstrate a calm and logical approach to problem solving.
- To consistently demonstrate a dedicated approach to the quality of customer service and teamwork.
- To work with some autonomy and within standard operating procedures and use own initiative with support available from the line manager