

**Job Description**

**Job Title: Donation Centre Manager**

**Contract type: Permanent**

**Salary:**

**Hours: 37.5**

**Department: Retail**

**Reports to: Head of Retail**

# MINIMUM QUALIFICATIONS

**JOB SUMMARY**

1. To manage Wakefield Hospice Warehouse, the staff and volunteers, and fleet of vans.
2. To manage the procurement and movement of stock throughout Wakefield Hospice Retail.

**INTRODUCTORY NOTES**

1. This document is a guideline to the general scope of duties involved and may be subject to review.
2. In addition to amendments requested by the hospice, suggested changes to the content of this document which could improve the job description would be welcome from the post holder.
3. The post holder will have a duty to be aware of and adhere to all the rules and regulations of professional governing bodies and any particular Acts of Parliament or other statutory requirements, which may change from time to time.
4. The post holder may have access to information which is strictly confidential. It is a condition of employment that under no circumstances will such information be discussed or shared with unauthorised person or persons.
5. Hours worked will normally be 8.30am to 4.30pm Monday to with regular Saturdays on a rota, but there will be occasions when the post holder will be required to work flexible hours including evenings and Sundays.

# DUTIES AND RESPONSIBILITIES

GENERAL DUTIES

* Be responsible for the procurement of stock in order to achieve the aims and objectives of WH Retail charity shops and online, taking action to recognise and mitigate against key risks as they arise.
* Maintain high standards of organisation and housekeeping within the warehouse.
* Assist the Head of Retail with the implementation of strategic action plans relating to the generation of stock and provide regular progress updates.
* Assist with the development of the marketing and promotion strategy for retail and deliver actions relating to the shops.
* Report cash or valuables found among donated goods.
* Provide accurate reports to management.

OPERATIONAL

* Liaise with others within the retail team to identify stock requirements for shops, online, promotions, sales and seasonal changes.
* Identify methods of stock generation and collaborate with others in the retail and fundraising team to source stock.
* Plan, organise and promote stock appeals, while monitoring the results.
* Identify and maintain long term relationships to encourage donations from corporate supporters.
* Co-ordinate collections of donated stock from the public, businesses and WH Retail charity shops.
* Ensure high levels of donor satisfaction and take action to measure, investigating complaints and escalating to the Head of Retail where necessary.
* Ensure efficient sorting and categorisation procedures.
* Oversee the preparation and distribution of stock orders to WH Retail shops, eBay and customers.
* Ensure efficiencies of the retail fleet, monitoring MOTs, servicing, insurance and maintenance of vehicles.
* Maximise income from sale of recyclable or surplus products.
* Adhere to expenditure budgets, ensuring that all financial targets are met.
* To ensure adequate cover and resource is provided for staff holiday and sickness
* Maintain the security of the building by ensuring that proper opening and closing procedures are followed.
* Responsible for the safety of stock and assets held in the warehouse and on the vans to prevent loss of hospice property.
* Ensure any confidential information found among donations is disposed of correctly.
* Provide a safe environment throughout the warehouse by maintaining a high standard of housekeeping, carrying out regular safety inspections, reporting defects / maintenance issues with regards to the building or equipment, adhering to health and safety and fire policies and procedures, following standard risk assessments and carrying out one off risk assessments for activities as required.
* Responsible for the safety of drivers, passengers and volunteers.
* Keeping up to date with news and developments from the hospice, business development and fundraising and communicating this to volunteers, customers and donors.
* Ensure other retail and hospice events and initiatives are promoted in the warehouse.

PEOPLE

* Assist with recruitment of staff.
* To lead, motivate and care for the wellbeing of shop staff, dealing with day to day management issues as they arise.
* Carry out annual appraisals and regular 1-2-1’s with warehouse staff.
* Identify the training and development needs of staff and develop in house solutions where possible to address these.
* Facilitate staff and volunteer meetings and provide regular updates.
* Promote hospice initiatives designed to improve wellbeing / communication for staff and volunteers e.g. Staff Forum, Employee Assistance Programme, volunteer events, Appreciation Station.
* Produce weekly volunteer rotas for the warehouse to ensure that necessary cover is maintained. Making maximum use of the volunteer resource available and escalating any shortfalls to the Head of Retail.
* Liaise with the Volunteer team in order to establish priorities for volunteer recruitment.
* Self-development – to maintain and develop skills and knowledge in charity retail / warehouse management.

LEGAL

* Manage and ensure compliance of regulatory requirements within the warehouse e.g. Sales of Goods Act, Data Protection and GDPR, Health and Safety, Safeguarding.
* Ensure hospice and retail specific policies and procedures are followed by all staff and volunteers within the shop.
* Organise the safe disposal of non-saleable goods adhering to all relevant waste disposal regulations and WEE waste directives
* Ensure electrical items are tested ready for sale.

OTHER DUTIES

* Maybe required to cover elsewhere within the retail business as needed.

The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaken, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.