

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg  **Clinical Employees** |  | **Non-Clinical Employees** |  | **Volunteers** |  | **Flexi-Bank Workers** |  |

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| **ROLE:** | **Warehouse Manager** |
| **REPORTS TO:** | Retail Manager |
| **PAY LEVEL:** | Level 4 - £32,069.05 to £40,795.21 FTE |
| **LOCATION:** | Hospice Superstore |

**PURPOSE OF ROLE:**

The Warehouse Manager is responsible for the effective day-to-day management of Share the Care’s warehouse operations. This includes overseeing the receipt, storage, sorting, and distribution of donations; managing warehouse employees and volunteer teams; coordinating drivers and delivery/collection schedules; ensuring donations are distributed efficiently to retail shops; and upholding the highest standards of health, safety, and compliance. The role plays a vital part in supporting Hospice Isle of Man’s mission by maximising the value of donated goods and ensuring smooth operations across the retail network.

**KEY DUTIES:**

**Warehouse Operations Management**

* Oversee all aspects of warehouse operations, including goods-in, storage, stock rotation, and distribution to shops.
* Ensure efficient handling, sorting, and preparation of donated goods for sale or recycling.
* Implement and maintain effective stock management systems to track the movement of donations.
* Monitor warehouse space and ensure optimal use of facilities.

**Logistics & Transport**

* Manage a team of drivers and collection staff, ensuring efficient scheduling of collection and delivery routes.
* Coordinate household and business collections, ensuring excellent customer service.
* Liaise with retail shops to understand stock requirements and prioritise distribution accordingly.
* Maintain vehicles to required standards, scheduling servicing, repairs, and inspections.

**Team Leadership & Supervision**

* Lead, motivate, and support warehouse staff and volunteers.
* Provide training and guidance to ensure consistent high standards of sorting, handling, and health & safety.
* Conduct regular team meetings, one-to-ones, and performance reviews.
* Foster a positive and inclusive team environment aligned with Hospice Isle of Man values.

**Health, Safety & Compliance**

* Ensure the warehouse operates in line with all health & safety legislation and Hospice policies.
* Conduct regular risk assessments and implement corrective measures where needed.
* Maintain accurate records for compliance (e.g., waste management, vehicle safety, manual handling).
* Train staff and volunteers in safe working practices.

**Donor & Customer Service**

* Promote a positive experience for donors during collections and warehouse drop-offs.
* Handle queries and issues promptly and professionally.
* Support fundraising and retail initiatives that encourage donations and community engagement.

**Administration & Reporting**

* Maintain accurate records of warehouse activities, collections, and distribution.
* Provide reports to the Head of Retail Operations on warehouse performance, logistics, and stock levels.
* Monitor key performance indicators (KPIs) such as turnaround times, stock flow, and collection efficiency using the EPOS system.
* Contribute to budgeting, forecasting, and continuous improvement initiatives.

**HEALTH AND SAFETY:**

Hospice Isle of Man is dedicated to the health safety and welfare of all its employees and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

As a Line Manager, the postholder will also be required to pro-actively minimise health and safety risks for their team, investigating and resolving any health and safety incidents that occur.

This job description is not meant to be exhaustive, and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

**Person Specification: What we need you to bring**

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| **Qualifications:** | | | **Is it essential or desirable** | **How we will assess** | |
| Good general education to GCSE or equivalent level | | | **D** | **A & D** | |
| **Experience:** | | | | | |
| Proven experience in warehouse, logistics or retail distribution management | | | **E** | **A & I** | |
| Experience working with volunteers in charity / retail environment | | | **D** | **A & I** | |
| **Skills/Competencies:** | | | | | |
| Excellent communication and interpersonal skills | | | **E** | **I** | |
| Strong leadership and team management skills | | | **E** | **A & I** | |
| Knowledge of health and safety practices in a warehouse environment | | | **E** | **A & I** | |
| Excellent organisational and time management abilities | | | **E** | **A & I** | |
| IT literate with ability to use stock management and scheduling systems | | | **E** | **A & I** | |
| Knowledge of recycling and sustainability practices | | | **D** | **A & I** | |
| Experience managing budgets and reporting on operational performance | | | **D** | **A & I** | |
| **Personal Qualities/Behaviours:** | | | | | |
| Flexible and Positive attitude, hands on approach | | | **E** | **I** | |
| Focused, ensuring we keep the donor at the centre of everything we do at the hospice | | | **E** | **I** | |
| Supportive of the Hospice Isle of Man mission and values | | | **E** | **I** | |
| Self-motivated and ability to use own initiative | | | **E** | **I** | |
| Resilient and able to manage competing priorities in a busy environment | | | **E** | **I** | |
| **Other:** | | | | | |
| Ability to move and lift heavy furniture – training to do this safely will be provided | | | **E** | **A & I** | |
| Full driving licence (Category B; C1 desirable) | | | **E** | **A & D** | |
|  | | |  |  | |
| **How we will assess you** | | | | | | |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | | | **T** Test to assess your  practical skills | |