

**JOB DESCRIPTION & PERSON SPECIFICATION**

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

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| **ROLE:** | **Warehouse Operations & Logistics Supervisor** |
| **REPORTS TO:** | Shop and Superstore Manager |
| **PAY BAND:** | Negotiable, Full time at 37.5 hours per week |
| **LOCATION:** | Share the Care – Hospice Superstore, Springham Park |

**COMPANY OBJECTIVE:**

Hospice Isle of Man provides all of its services free of charge to patients and their families. Share the Care Limited is the retail company subsidiary of Hospice Isle of Man and has the objective of raising and contributing funds to Hospice Isle of Man primarily through its Superstore and group of shops, maximising the profit potential of each shop and growing the business through sustainable expansion.

**PURPOSE OF ROLE:**

The **Warehouse Operations & Logistics Supervisor** works from the Hospice Superstore warehouse and they are responsible for supervising and developing the operation of the retail warehouse, delivery vehicles and shop support. In addition they will oversee the logistics operation, ensuring all service levels to stores, customers and corporate clients are achieved. They will be part of the retail office management team.

They will provide the best possible logistics service to shops, donators and customers in order to maximise the profit potential for Share the Care Limited. Working to target budgets set with the Shop and Superstore Manager for furniture sales and shop support, supervising the warehouse, the vans and the van staff, and driving forward initiatives for Hospice Superstore and Hospice shops to maximise income such as delivery charges, eBay/mail order and advertising and other initiatives.

**KEY DUTIES:**

**STOCK STRATEGY, MANAGEMENT AND PLANNING**

* To proactively manage stock flow incoming/outgoing from the donation station and warehouse.
* Be proactive in increasing external partnerships for stock generation purposes.
* Analysing/interpreting Cybertill reports/data to initiate specific stock campaigns, to increase stock levels and drive sales forward.
* Maintain and adjust stock profiles for each retail location to ensure optimum stock levels are achieved, liaising with the Retail Supervisors on stock availability to support/increase sales.
* Quarterly inventory counts
* To work closely with the Shop and Superstore Manager to ensure each retail unit is receiving adequate stock to generate their required sales target and achieve their KPI’s.
* Identifying opportunities with stock items to increase sales/decrease disposal costs.
* Quality control measures – weekly checks to ensure standard of quality is consistent and acting on feedback where substandard stock has been sent.
* To assist the Shop and Superstore Manager in drafting inventory standard operating procedures, training team members in carrying out the procedures and generally sharing knowledge and best practice to benefit the wider inventory management culture.
* To be responsible that all donated stock carries the correct/current safety labels as stipulated by Trading Standards as required. Disseminating any changes from Trading Standards as and when to relevant parties to ensure we are compliant.
* To ensure that all donated items are sorted correctly, that the correct stock source is retained throughout the sorting process allowing for correct coding/pricing of items.

**Logistics**

* Supervise the van team and Superstore staff and volunteers
* Overall responsibility for co-ordinating the deliveries, collections and transfers of all furniture donated to, and sold by, Share the Care Limited. Liaising with the Shop and Superstore Manager, donators, shops and customers to ensure a consistently high standard of customer service to drive sales and enhance the good reputation of Hospice Care.
* Work with the van drivers to co-ordinate collections and deliveries in order to make most efficient use of any vehicles and fuel. Oversee upkeep of vehicles to include servicing, repairs, general condition and presentation.
* Make sure the Superstore phone is answered at all times during working hours (answerphone for out of hours) and emails are responded to promptly.
* Ensure health and safety and general relevant training is supplied and complied with both in the warehouse and on the van in order to protect staff, volunteers and the public.
* Work with the Shop and Superstore Manager and Retail Supervisor team to promote and develop sales in those outlets
* Develop and manage new income streams for the warehouse, working with the Shop and Superstore Manager – In particular develop online click & collect.
* Prepare performance reports for the Shop and Superstore Manager and warehouse records as required
* Assist the Shop and Superstore Manager by co-ordinating and maintaining people rota for Retail, Volunteer and Warehouse teams.

**NEW GOODS**

* To oversee the new goods operation liaising with the Shop and Superstore Manager to ensure fulfilment of new goods for retail locations, support groups and external supporters are achieved.
* To ensure that all relevant reports within Cybertill are being utilised fully for the managing of new goods stock, including aged stock report, maximum and minimum levels, discontinued lines and stock take modules to ensure profit margins are achieved and levels of stock are managed efficiently and effectively.
* To work with the Shop and Superstore Manager to purchase new goods, following trends to maximise sale opportunities.

**RECYCLING/UPCYCLING/RE-USE AND WASTE MANAGEMENT**

* Regularly review current textile/recycling prices to ensure maximum income is achieved and service level fulfilled for our operational needs.
* Responsible for all on site recycling materials, proactively looking for new opportunities to increase recycling and reduce waste costs.
* Being proactive with stock deemed suitable for upcycling by identifying this stock taking into account current trends to ensure maximum value is achieved from these items.
* To carry out regular checks on waste and recycling items, identifying stock which is sellable and cascading the information to the wider team, to reduce waste costs and increase sales.
* Networking with local reuse/recycling groups.

**SAFETY, HEALTH AND ENVIRONMENT**

* To oversee on a daily basis all health and safety requirements within the warehouse area, taking corrective action as and when required and informing/liaising with the team when necessary.
* Ensure safe working systems are adhered to in conjunction with the charity policies and procedures and compliant with all relevant legal requirements.
* Undertake regular health and safety checks
* To create a safety awareness culture through the health and safety best practice ensuring accident and near miss forms are completed where necessary.
* To ensure that Health and Safety is adhered to in terms of equipment use in the warehouse and manual handling guidelines are followed.

**OTHER TASKS & RESPONSIBILITIES**

* Attend regular progress and performance meetings with the Shop and Superstore Manager and any training required by Hospice Group.
* Conduct and record regular progress and performance meetings with team members.
* Create and manage traceable warehouse systems for furniture, recycling, new goods and service lines.
* Cover van team holidays/sickness/days off, and have regular van shifts in order to understand and contribute to the day to day efficiency and high standard of our collection and delivery service
* Develop positive relationships with shop teams and treat fairly with the distribution of furniture.
* Assist the Shop and Superstore Manager with new shop openings, refurbishments and outside projects.
* To provide supervisor stand in support if required (e.g. to prevent material shop closures)
* To be an ambassador for Hospice, maintaining good public relations and promoting the retail services.
* The duties and responsibilities outlined in this job description are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your line manager.

**KEY RELATIONSHIPS**

* Hospice Finance Team
* Shop Management Team
* Warehouse operative
* Van Drivers & Assistants
* Volunteers
* Public

**Health and Safety**

**For all Team Members**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff 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.

**In addition, For Line Managers/Responsible Managers**

As a Line Manager, the post holder 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.

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

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| Foundation Maths and English at GCSE or equivalent | **E** | **A&I** |
| Relevant Professional Qualification | **D** | **A&I** |
| **Experience:** | | |
| Minimum 2 years in supervisor role | **E** | **A&I** |
| Experience of stock management within a retail distribution, 3rd party logistics, warehousing or recycling environment | **E** | **A&I** |
| Supervising a team to include training, development, and performance management | **E** | **A&I** |
| Working with EPOS/stock control systems | **E** | **A&I** |
| Product knowledge and commercial awareness of High Street, Out of Town retailers and current retail trends | **D** | **A&I** |
| Supervising Health & Safety | **D** | **A&I** |
| Experience of working with a volunteer team | **D** | **A&I** |
| Experience of recycling, upcycling and reuse including working with furniture | **D** | **A&I** |
| **Skills/Competencies:** | | |
| Numeracy, literacy, and IT skills with working knowledge of Microsoft Office | **E** | **A&I** |
| Flexibility for out of hours work when required | **E** | **I** |
| Ability to lift and carry furniture and general donations (e.g. capable of lifting weight to a maximum of 10kg and remain standing for long periods) | **E** | **I** |
| Ability to lead and motivate a team of staff and volunteers and work to targets | **E** | **A&I** |
| Good driving and vehicle knowledge. | **E** | **A&I** |
| Excellent communication skills and telephone manner, and a friendly positive attitude | **E** | **A&I** |
| Understanding of budgets and general financial planning | **D** | **A&I** |
| **Personal Qualities/Behaviours:** | | |
| Willingness to learn, develop and be a team player for the good of the department | **E** | **I** |
| Effective time management, initiative and self-motivation | **E** | **I** |
| Able to work under own initiative and take proactive approach to changing business needs and objectives | **E** | **I** |
| **Other:** | | |
| Full driving licence | **E** | **A&I** |