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| All Aboard Charity Shops |

**JOB DESCRIPTION**

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| **Job Title:** | **WAREHOUSE, STOCK & DISTRIBUTION MANAGER** |
| **Department:** | Retail |
| **Location:** | Warehouse, Watford |
| **Reporting to:** | Head of Retail |
| **Job Purpose:** | To be responsible and accountable for all stock into and out of the Warehouse, by managing the receipt and sorting of stock, and overseeing the distribution of stock to and from all the Retail Outlets of the Charity  To keep the Warehouse safe, organised and tidy at all times  To deal with the general public and corporate donors on a daily basis  To supervise 3rd party drivers, suppliers and dealers whilst in or using the Warehouse  To manage the Warehouse Staff, Electrical PAT Volunteer and Warehouse Volunteers |
| **Direct Reports:** | Warehouse Assistant & Warehouse Volunteers |

**Position diagram**

**Drivers**

**Warehouse Assistant**

**Warehouse Manager**

**Head of Retail**

**CEO**

KEY RESPONSIBILITIES

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| **Key Accountabilities** | **Tasks** |
| **Stock management** | * To be responsible for the day to day management and running of the Warehouse operation * To be responsible for the receipt of donations from donors * To be responsible for the receipt of donations from corporate and any 3rd parties * To label for Gift Aid as appropriate using the correct Gift Aid process * To sort, clean and prepare stock for delivery by the van team * To organise stock ready for collection and delivery to all Retail Outlets when requested via the Area Manager and/ or Collections Manager * To organise stock for individual shops when a direct request is made by individual shops after checking their request with the appropriate Area Manager * To layout the Warehouse and ensure efficient use of space * To manage appropriate storage for excess and/or out of season stock (which may be upstairs) * To organise the disposal of unwanted stock (including visits to waste recycling centre) ensuring Drivers have the correct paperwork and safety equipment * To organise the storage and sale of recyclable materials (such as waste metals, rags, etc) * To maintain stock and sales records, and ensure that all necessary paperwork is completed timely and efficiently, and monitored, as required. * To use the pallet stacker safely and appropriately * To be responsible for the budget for the Warehouse * To be responsible for the cleanliness and tidiness of the Warehouse, Forecourt and Car Park area * To drive a van (very occasionally) when required * To PAT test all electrical equipment to be sold in the shops as well as all electrical equipment used in Head Office and the shops (on an ongoing basis) maintaining records to show legal compliance |
| **Staff Management** | * To ensure that the Warehouse team delivers good customer service both internally and externally * To create and maintain excellent working relationships with individual shop managers and staff * To carry out periodic audit of records and activities to ensure high standards of customer service * To be responsible for line management of direct reports including appraisals, recruitment and training (in conjunction with the Head of Retail and HR Manager) * To liaise with the Volunteer Co-ordinator in the recruitment, training and management of volunteers to work in the Warehouse |

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| **Retail Commercial Management** | * To comply with all financial procedures, particularly with regard to cash handling and Gift Aid * To implement all operational policies and procedures * To be responsible for the maintenance and security of the Warehouse, including being a key holder for the premises * To ensure that the profile of the Warehouse enhances the overall profile of All Aboard in the community * To liaise with and assist the E-Commerce department, as necessary, for the sale of specialist items |
| **Legislative Compliance** | * To test the weekly Head Office fire alarm system * To ensure that all sale stock meets Trading Standards requirements so that it is safe and legal to sell * To ensure compliance with Health and Safety and Fire Safety regulations, and that safe working practices are in place, adhered to, and that all Warehouse staff and persons in the Warehouse (employees, volunteers and contractors) understand their responsibilities relating to Health and Safety. * To ensure the security of the Warehouse |

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| **Decisions / Recommendations** |
| Resolve donor and shop queries |

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| **Dimensions and limits of authority / influence** |
| Trading Standards and Health and Safety compliance  Responsible for effectiveness of stock management  Responsible for Warehouse keys and unlocking/locking Warehouse  Responsible for the servicing and maintenance of the pallet stacker  Accountable for staff and volunteer performance and training on operational procedures  Participation in the recruitment of directly reporting staff and volunteers, in liaison with HR Manager and Volunteer Co-ordinator  Responsible for 3rd parties whilst in the Warehouse |

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| **Allocation / checking of work** |
| Complex issues referred to Head of Retail, Area Managers or Collections Manager (as appropriate)  Stock workload and rotation is driven by donations and customers  To provide the Head of Retail/Area Managers with required reports detailing sales, stock holding and other activities |

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| **Physical Effort** |
| The job is physically demanding, involves periods of standing, considerable bending, lifting and moving of stock in and out of premises (and sometimes up and down stairs). It can include handling awkward loads. The temperature of the Warehouse fluctuates considerably by season. |

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| **Qualifications, skills and knowledge required** |
| **Qualifications and/or Experience**  Good standard of general education to GCSE level or qualified by experience  Charity shop ‘backroom’ experience  Experience in Warehouse and/or Distribution Management with budget accountability  Proven team management experience  ***Desirable***  Charity shop experience  Working with volunteers or as a volunteer  Good level of understanding of the charity sector and its key drivers and motivators.  Manual car/van driver with clean licence  Fork Lift licence or willingness to undertake training  PAT tester qualified or willingness to undertake training  Knowledge of Gift Aid process  **Skills**  Ability to work effectively under pressure and to deadlines  Ability to make decisions and think innovatively  Ability to manage high volume and varied workloads with little supervision  Ability to work alone for long periods of the day  Adaptable to change  Ability to deliver to deadlines, maintaining attention to detail and accuracy  Ability to work independently but with flexibility and remain part of a team  Ability to manage conflict  Well-developed interpersonal skills with the ability to motivate and influence individuals and teams  Excellent communication skills (written and verbal to include telephone)  Excellent IT skills to include use of Microsoft Office and the internet  Commitment to promote the Charity and its work positively  Ability to work collaboratively across Departments and with other stakeholders  **Knowledge**  Trading Standards  Knowledge of Health & Safety and manual handling  Local geographical knowledge  Awareness of collectables / antiques / clothing ( particularly quality labels)  Principles of customer service |

**OTHER DUTIES**

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of the Head of Retail or CEO.

**ASSISTANCE**

The Charity has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of the job, in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

**CONFIDENTIALITY**

You should be aware of the confidential nature of the Charity environment and/or your role. Any matters of a confidential nature, relating to, the organisation, staff or volunteers must not be divulged to any unauthorised person.

**DATA PROTECTION**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**HEALTH AND SAFETY**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

**JOB DESCRIPTION**

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Charity.

AH/SCK May 2021