

Job Description

Job Title:	Distribution Coordinator
Accountable to:	Director of Retail
Reporting to:	Warehouse & Logistics Manager
Liases with:	Driver & Distribution Coordinators, Area Managers, Shop Managers, Online Sales Team, Trading Administrator, Trading Support Manager, Fundraising Team and Volunteers

Overall Aim:

To process and manage donated stock to Garden House Hospice Trading company to ensure shops are stocked with the correct items to maximise the potential income generation through the trading company.

Supporting with the movement of donated stock and to support with the management of recycling, reusing, and repurposing.

1. Responsibilities:

- 1.1 To act as a first point of contact to supporters donating stock to Garden House Hospice Trading Company at the warehouse facility.
- 1.2 To maintain stock levels within the warehouse of donated goods, escalating high and low levels.
- 1.3 To sort and process donated stock, identifying items of interest of high value and passing to the correct teams throughout the trading company.
- 1.4 To provide training and support to volunteers at the warehouse.
- 1.5 To manage stock for rag and recycling.
- 1.6 Monitor sundry stock levels and order appropriately.
- 1.7 To ensure the warehouse is a safe and tidy work environment.
- 1.8 To support with the management of the movement of donated goods through different departments within the warehouse.
- 1.9 To increase the value of donated goods by ensuring Gift Aid process is followed.

- 1.10 To ensure that customer service is delivered in a professional manner in keeping with the philosophy and public image of Garden House Hospice Care.
- 1.11 To collate stock and sundry orders as requested from shops as required.
- 1.12 To work in a smart and efficient way alongside volunteers to sort donations for re-sale, recycle or waste.
- 1.13 To communicate with van driver teams around the incoming and outgoing donations, shop returns and orders.
- 1.14 To support with the management of the volunteer rota.

Health and Safety

The post holder shall:

- 2.1 Ensure that the warehouse provides a safe and secure environment for all who work and visit there, by carrying out daily checks in accordance with GHHT process and raise any concerns with the Distribution & Logistics Manager.
- 2.2 Ensure that all incidents/accidents follow process and are reported to Head of Trading or in their absence the Trading Administrator.
- 2.3 Attend all mandatory training, including moving and handling techniques and ensure that they follow safe procedures.
- 2.4 Participate in or know fire safety evacuation process bi-annually and ensure compliance with Fire Safety procedure and Fire Safety Regulations.
- 2.5 Be aware of responsibilities in the event of fire.

3. Additional Information

- 3.1 The job description sets out the keys tasks ad responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.
- 3.2 There is a requirement to comply with all relevant policies and guidelines including those relating to Health and Safety, confidentiality and GDPR.
- 3.3 This job description will be reviewed with the post holder annually.

- 3.4 The post holder will be required to work their contracted hours during any 5 days out of 7 between 8am - 6pm Monday to Friday, 10-2 Saturday/Sunday on a roster basis which is agreed 4 weeks in advance and around the business needs.
- 3.5 The post holder is required to undertake departmental/induction training as well as training in the operation of equipment/machinery/cleaning materials during the first month of employment.
- 3.6 All staff are required to complete online training modules during the first 4 weeks of employment.
- 3.7 It is essential that the post holder has a driving licence with the ability to drive a Cat C vehicle with no restrictions to ensure they can be covered by our organisations insurance policy.

4. Education

The post holder shall: -

- 4.1 Participate in induction programmes for new members of the team
- 4.2 Participate in appropriate internal and external educational programmes

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.