

JOB DESCRIPTION

Job Title:	Warehouse & Logistics Manager
Accountable to:	Deputy Director of Trading
Reports to:	Head of Retail Operations
Responsible for:	Warehouse Assistants & Van Drivers
Liaises with:	Shop Managers, Online Sales Team, Trading Administration Manager, Trading Support Manager, Voluntary Services Team
Location:	The Depot, Letchworth
Hours:	37.5 hours per week

Job Summary

To effectively oversee the operations of the logistics of the goods in and out at Garden House Hospice retail warehouse. Managing a team of staff and volunteers in a timely manner to generate quality stock for resale and manage a program for sustainable recycling.

Managing the Health and Safety processes of the Warehouse, including safe use of the Pedestrian Operated Stacker and other storage facilities and equipment.

To increase revenue from other income streams including chargeable house clearances, charity restocks, corporate donation days and ensuring the unit operates as a regular donation station with sorting, moving and distribution of stock to shops as appropriate.

To maintain a clean, tidy, safe and efficient running of the warehouse and storage facilities with a high level of organisation and logical storage solutions whilst overseeing general maintenance including Health and Safety and PAT testing duties. Ensuring that the image and reputation of Garden House Hospice Care is upheld at all times.

Main Duties and Responsibilities

- To co-ordinate and oversee the deliveries/collections by managing driver routes from all locations including donations from non-hospice sites into and out of the warehouse.
- Ensuring the services are carried out in a professional and business-like manner including the disposal of all waste in accordance with government waste management permits.
- To co-ordinate and lead new income streams such as house clearances and charity restock collections including corporate donation days. Ensuring effective distribution of sellable items to shop locations and storage facilities increasing income and revenue to the trading company in line with budget, liaising with the Retail Field Manager, Trading Administration Manager and the Corporate Fundraising Team.
- Act as the responsible person for the use of logistics equipment, including ped stacker, pallet trucks and PAT testing equipment.

- To manage and develop the Warehouse Co-ordinators and Drivers. Carrying out regular 121s and annual appraisals and supporting with training and development.
- Lead on Health and Safety across the warehouse, ensuring Risk Assessments are up to date and implement appropriate health and safety training in conjunction with Education
- To support with the management new goods and sundry stock quantities ensuring furniture and other donated goods are stored safely and only of a sellable condition
- To ensure that the furniture and goods kept within the warehouse are stored safely and only of a sellable condition.
- In conjunction with the Voluntary Services Co-ordinator, to support the recruitment, development and retention of the pool of volunteers working in the shops and across the warehouse
- To ensure that all staff and volunteers work within the policies and procedures of Garden House Hospice and the Trading Company.
- To deliver consistently good standards of customer service and operational standards in terms of shop displays and standards including back of house.
Keep waste permits up to date.
- To manage collection donated goods from the shops and return to the warehouse for storage or recycle collection
- To assist with income generation events as required by the Fundraising team - including the delivery of equipment for events.
- To assist with the general maintenance of the warehouse storage areas and outside yard, to ensure a clean, tidy and safe environment.
- To ensure that the vehicle maintenance/repair requirements are reported immediately, and accurate records maintained, ensuring the vehicles are clean and tidy with up to date service history, along with daily checks tyres, diesel fuel and coolant.
- To keep tail lift service (LOLAR) up to date every 6 months, and report any faults needing attention/maintenance
- Ensure all staff and volunteers are trained and supported
- Have a flexible approach to working hours
- Be considered a key holder and be responsible for the opening and closure of the premises on a daily basis.
- To carry out risk assessment wherever necessary to ensure continued safety of operations within all areas of the depot.

Health and Safety

Specific

- 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 policies and raise any concerns with the Head of Retail Operations.
- Work with relevant local and regulatory bodies to ensure full compliance with statutory obligations under Health & Safety at Work, Trading Standards, Fire Safety, Control of Substances Hazardous to Health (COSHH) and any other relevant Acts. Ensure compliance with Health and Safety procedures adopted by the Trading Company.

- Ensure that all incidents/accidents follow process and are reported to Deputy Director of Trading and Head of Retail Operations.
- Attend all mandatory training, including moving and handling techniques and ensure that they follow safe procedures.
- Participate in or know fire safety evacuation process bi-annually and ensure compliance with Fire Safety procedure and Fire Safety Regulations. Lead as a fire warden for The Warehouse area of the Depot
- Be aware of responsibilities in the event of fire.

General

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire.
- Attend fire lectures annually and take part in maintaining fire safety within the building.
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public.
- Ensure risk assessments are completed efficiently for all activities related to this role.

Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to agreements with suppliers and information gained about other employees and consultants.

General

This job description is not an exhaustive list of duties, but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

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.

Caring and compassion

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

Accountability

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

Respect

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Excellence

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

General duties

- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

"team" refers to all members of staff including volunteers.