

## Job Description

<b>Job Title</b>	<b>Grade/Salary</b>
Stock Handling and Logistics Manager	£26,700 FTE
<b>Accountable to</b>	<b>Responsible for</b>
Superstore Manager	Van drivers & Volunteer Workforce

### Job Purpose and Role

The Stock handling and logistics Manager is accountable for the day-to-day management of all back of house areas in the Superstore, the van drivers and logistics workforce, and one administrative assistant, as well as volunteers within the Superstore and van team. The key objective is to increase income generation, through effective stock intake and stock movement within the Superstore, and co-ordinate stock movement throughout all shops within Teesside hospice shops, Stock allocation and replenishment within the superstore and shops and maximise stock density to achieve optimum retail income from the superstore and all shops, in addition to ensuring a high standard of customer service is provided. This is a pivotal role in ensuring income generation through effective planning of all stock movement within our superstore and retail shops, along with the day-to-day organisation of our fleet of vans and ensure customer service excellence is achieved and maintained.

The Stock handling and logistics Manager will undertake a team proactive approach to all aspects of the department's service and immediately identify any potential risks and issues which will jeopardise income generation. All activities relating to operating an effective service will be delivered in an effective and seamless manner providing an excellent customer experience.

To deliver sales/profit targets through the effective management and motivation of your team, including volunteers. They will exceed customer expectations by providing the highest quality service.

The Stock handling and logistics Manager has a responsibility to actively contribute to Teesside Hospice's published ambitions for the future and strategic objectives as well as abiding by and living the Teesside Hospice Values.

## Main Duties and key result areas

Individual/Team	<ul style="list-style-type: none"> <li>You are the main point of contact for, the van team, administrator and volunteers within the van and the back of house Superstore management store team, and with the retail shop management team.</li> <li>Work as part of the team to ensure business objectives are achieved.</li> <li>Ensure a professional service is always provided.</li> <li>Undertake store management elsewhere in the charity as required when demands dictate.</li> <li>Ensure you work effectively using good time management and workload prioritisation.</li> <li>Report any concerns or possible improvements to the Superstore management team/Area Manager/Deputy Head of Retail/Head of Retail.</li> <li>Ensure a working understanding of all Policies and Procedures related to your role/dept.</li> <li>Seek process improvements that will increase efficiency through the elimination of waste.</li> <li>Undertake project work with colleagues across the organisation as required to ensure continuous improvement in current departmental working practices.</li> <li>Develop and maintain positive relationships with all clients, employees, volunteers, managers and stakeholders.</li> <li>Effectively manage all administrative tasks within the store.</li> <li>Promote all the services of Teesside Hospice at all appropriate opportunity</li> </ul>
Administration	<ul style="list-style-type: none"> <li>Maintain accurate sales records, both digitally and paper based to ensure consistency and accuracy across all records.</li> <li>Maintain files and documents, archiving duplication and unnecessary files, where appropriate.</li> <li>Undertake regular stock audits.</li> <li>Ensure banking is done in a timely and safe manner.</li> </ul>
Staff Management	<ul style="list-style-type: none"> <li>Ensure that Induction, probation reviews, check-in conversations and appraisals are undertaken and copies sent to the HR Team for inclusion on the persons file.</li> <li>To actively plan your retail workforce, shift cover and training to ensure effective running of the store, that ensures efficient customer service and a profitable operation.</li> <li>Proactively recruit volunteers</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>Ensure regular provision of accurate workforce reports are submitted to the Superstore management team/Head of retail in a timely manner on subjects such as; <ul style="list-style-type: none"> <li>Donations</li> <li>Furniture intake</li> <li>New stock intake and transfers</li> <li>Stock rotation/transfers</li> <li>Control of different types of stock, i.e. blue bags, gold bags, Rag etc</li> <li>Inventory of white goods stock and ordering</li> <li>PAT test records</li> <li>Stock levels</li> <li>Customer Service</li> </ul> </li> </ul>
Store	<ul style="list-style-type: none"> <li>Ensure that the store layout is effective to generate maximum footfall</li> <li>Ensure Superstore is always full to optimise sales and income</li> <li>Ensure Health &amp; Safety is a priority</li> <li>Ensure that agreed quality standards are maintained and exceeded where possible in compliance with Trading Standards.</li> </ul>



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Back of house	<ul style="list-style-type: none"> <li>• Lead the team to maximise sales profits by ensuring effective processes.</li> <li>• Ensure that donations are accepted and processed in a timely and effective way, and all non-saleable products are disposed of in a compliant and cost-effective way</li> <li>• Allocate work to team on a daily weekly basis to team in order to achieve optimum productivity from all.</li> <li>• Ensure that all sales targets and results are communicated and that all retail staff and volunteers are aware of, understand and are working to meet/exceed the agreed targets</li> <li>• Provide direction and support to the retail workforce to actively promote Gift Aid in order to maximise contributions from donations.</li> </ul>
Stock	<ul style="list-style-type: none"> <li>• Ensure maximum stock availability through effective stock control</li> <li>• Ensure stock are priced correctly</li> <li>• Ensure stock is quality checked</li> <li>• Ensure that stock is aligned to seasons</li> <li>• Ensure stock is continually reviewed, rotated and replenished.</li> <li>• Ensure Store is always replenished and full to achieve optimum level of sales and profit</li> </ul>

### Delivering to our Values

#### Accountable

- Able to justify actions or decisions
- Takes personal responsibility for their actions
- Able to describe the impact of their work in a way others understand
- Welcomes feedback as an opportunity to grow and develop

#### Trustworthy

- Working collaboratively with beneficiaries, colleagues, partners and supporters
- Being authentic and transparent
- Trusted to respond to needs and deliver what is expected of us
- Projecting a professional image that engenders trust

#### Principled

- To adhere to professional and clinical standards
- Maintain appropriate boundaries and relationships which are built on trust and honesty
- Avoid and speak out against any actions, or behaviours, that conflict with our values or could cause harm to any stakeholders
- Demonstrate strong moral principles which embody Teesside Hospice's vision and bring our values to life
- Do the right thing even in difficult situations, and always endeavour to work effectively and efficiently to maximise results and service

#### Skilled

- Having and showing the knowledge, ability or training to work well
  - Seeking opportunities to learn from a wide range of sources
  - Contributing to the provision of excellent, safe and effective care no matter what your role is in the organisation
- Ensuring that the treatment, support and services we offer are effective

#### Compassionate

- *Feeling or showing kindness and concern for others*
- *Able to empathise with people who dealing with a terminal illness*
- *Being kind in use of language and behaviour*
- *Caring for others who need our support and help*

### All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so



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- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Teesside Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

**Signed** ..... **Date** .....

**Print name** .....



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## Person Specification

Attribute	Detail	Essential or Desirable
<b>Skills &amp; Abilities</b>	Excellent people skills and the ability to form and maintain professional relationships	<b>E</b>
	Ability to work under pressure and in a busy environment	<b>E</b>
	Act in a professional manner and able to deal with people at all levels	<b>E</b>
	People Management/Supervisory Skills	<b>E</b>
	Good administration and organisational skills	<b>D</b>
<b>Knowledge &amp; Experience</b>	Computer/IT Literate	<b>E</b>
	Be able to demonstrate at least 2 years' experience in a retail environment	<b>E</b>
	Be able to demonstrate at least 1 years' experience in a similar role	<b>E</b>
	Ability to motivate a team	<b>E</b>
	Knowledge of Health & Safety	<b>D</b>
	Cash Handling	<b>D</b>
	General Administration Tasks	<b>D</b>
	Social Networking Experience	<b>D</b>
<b>Education &amp; Qualifications</b>	Education to include min GCSE pass (A-C) in maths and English	<b>E</b>
	NVQ level 3 in Retail Management	<b>D</b>
	Qualification in Customer Service	<b>D</b>
<b>Personal Attributes/ Key skills</b>	Team Working	<b>E</b>
	Managing the Customer Relationship	<b>E</b>
	The ability to multi-task and prioritise whilst working to tight deadlines	<b>E</b>
	Excellent communication skills both written and verbal	<b>E</b>
	Target Driven	<b>E</b>
	Ability to work with minimal supervision, taking responsibility for your own work.	<b>E</b>
	Willingness to travel and work in other store locations	<b>E</b>
<b>Other</b>	Leading Others	<b>E</b>
	Experience of working with volunteers	<b>D</b>
	Ability to independently travel across area covered	<b>D</b>
	Experience of working in warehouse/distribution	<b>D</b>



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