

# JOB DESCRIPTION



<b>Job title:</b>	Distribution Centre Assistant Manager
<b>Department:</b>	Retail
<b>Responsible to:</b>	Distribution Centre Manager
<b>Grade:</b>	SG2

## Job Purpose

To effectively support the Distribution Centre Manager in the day to day running of the Donation Centre (DC) to generate income for the Hospice. Supporting DC volunteers and providing a helpful service to members of public who may be making donations to the DC.

## Main Duties and Responsibilities

- Encouraging and accepting donated goods for sale.
- Encouraging new donors to sign up for Gift Aid to maximise funds.
- Alongside Donation Centre Manager, supervise and train DC volunteers, creating positive working environment for them.
- Sorting and preparing goods for sale in the shops ensuring that sorted goods comply with Trading Standards Regulations.
- Ensuring that Donation Centre is kept clean and organised at all times and the Health and Safety regulations are observed.
- Manage the requests and allocation of items to individual stores in a timely manner.
- Identifying and directing any high value items to the E-Commerce team.
- Ensure customers/donors to the DC are always welcomed and treated courteously.
- Able to assist with any other duties that may arise i.e., in absence of Donation Centre Manager
- Ensure all items that cannot be sold are either recycled, maximising income from this revenue or are removed safely to waste if unable to recycle.
- All seasonal items that are to be retained are stored safely and in an organised manner and are sent out to the retail stores at the appropriate time.
- Communicate respectfully in an open, accurate and straightforward way with colleagues across the organisation.

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- Communicate any urgent matters to your line manager or escalate to the appropriate level, as appropriate.
- Display a good level of competency in using computer software.
- Flexibility around working pattern to include weekends and Bank Holidays.

## General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.
- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

<b>Reviewed by:</b>	Lorraine Pink Director of Income Generation	<b>Date:</b>	10-2023
<b>Signed by employee:</b>		<b>Date:</b>	