

PERSON SPECIFICATION



Job title: Distribution Centre Assistant Manager

Department: Retail

Responsible to: Distribution Centre Manager

Grade: SG1

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.

Requirements	Essential	Desirable	Evidence
Education/Qualifications	A good standard of basic education in both written English and Mathematics.		CV / Application Form Certificates
Previous Experience	Experience of dealing with the public in a customer service role.	Experience of working in the retail sector Experience in the charity or voluntary sectors. Experience of warehouse management.	CV / Application Form Interview References
Skills, Knowledge, Abilities	Computer literate to a good level. Good organisational and planning skills. Ability to work to tight deadlines. Ability to carry manual handling duties on a daily basis. Excellent customer service skills.	Experience or good understanding of working with volunteers. Good knowledge of high street and up market brands. Knowledge of Health and Safety regulations Good knowledge of online selling platforms e.g., eBay, Vinted etc.	CV / Application Form Interview References

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Attitude, Aptitudes & Personal Characteristics	<p>Self-awareness of gaps in knowledge and not afraid to ask for support.</p> <p>Quick learner.</p> <p>Able to work in a fast pace environment.</p> <p>Inspired by the work of St. Michael's Hospice.</p> <p>Good communication skills</p> <p>A commitment to equal opportunities and diversity.</p> <p>A can-do attitude, with drive and enthusiasm.</p>	<p>Empathy with the Hospice as a charity</p>	<p>Interview References</p>
Other requirements (e.g., on-call/driving licence/shifts)			

Reviewed by:	Lorraine Pink Director of Income Generation	Date:	10-2023
Signed by employee:		Date:	