

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job title : Warehouse & Stock Movement Manager
Department : Retail
Reports to / Line Manager : Head of Retail and Trading
Pay Range : R5 (please check)

Purpose of Job

- To coach, lead and line manage assigned teams of staff that work at the warehouse (the Icehouse or successor / alternative sites as required) including drivers, shop staff and any volunteers as applicable
- To be a key member of the Retail Management Team
- To effectively coordinate the collection and distribution of donated stock across the shop estate, the collection of donated furniture and, delivery of furniture sales, ensuring excellent customer service and efficient and effective routing and prompt delivery times
- To ensure that sorting and warehousing operations are efficient and effective, and maximise the value of donated and other stock whilst also minimising waste. To ensure RAG is managed as profitably as possible and only items that are truly of no economic value are sent to RAG
- To manage the retail customer service phone (furniture donations and delivery bookings from furniture stores and other colleagues)
- To achieve compliance with relevant regulations and legislation e.g. health and safety, gift aid, consumer rights and product safety requirements whilst adhering to all Hospice policies and procedures

Main responsibilities

- To act as line manager for assigned team members
- To support achievement of agreed budgets and standards for the Retail business as a whole, through efficient and effective warehouse and stock movement / delivery activities
- To organise day to day collections, deliveries and distributions
- To support and manage sorting operations to ensure items are processed in line with policies and procedures and maximise value. To explicitly seek to improve the quality of sorting in order that shops can maximise the value of the stock sent to them
- To ensure RAG is managed as profitably as possible and only items that are truly of no economic value are sent to RAG
- To support the business's Gift Aid objectives, improving processes to deliver maximum value

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- To adhere to Safe, Legal & Secure requirements and standards for the Warehouse, shop and vehicles
- Achieve compliance with relevant policies, regulations and requirements
- To manage the retail customer service phone (furniture donations and delivery bookings from furniture stores and other colleagues)
- To ensure the highest standards of customer care and service are demonstrated by self and line reports whether this be internal customers or external ones
- Promote, monitor and act on internal and external customer feedback
- To work with drivers to maintain the Retail vehicles in a roadworthy, safe and presentable condition.
- To ensure daily vehicle checks are completed and recorded accurately
- To ensure drivers are operating vehicles in accordance with legal requirements
- To take ownership of good housekeeping for all areas of responsibility
- To coordinate internal distribution of items as a central hub as required
- To accept responsibility and carry out any other task commensurate to the role
- To manage the retail customer service phone (furniture donations and delivery bookings from furniture stores and other colleagues)

Management of People

Direct: Employees - assigned staff and Retail Drivers
Volunteers -

Indirect: Nil

Contacts & Relationships

To act as a point of reference for Hospice managers and staff for warehouse and stock movement /logistics queries

Resources

Not Applicable

Person Specification

Qualifications

Essential

GCSE C or equivalent in Mathematics and English

Experience

Desirable:

Experience in warehouse management

Experience in retail or charity retail

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Experience in any logistics or stock movement environment

Desirable Knowledge/Skills

Operational management, problem solving, process and systems knowledge, budgeting, logistics, retail

Qualities

The ability to work under pressure whilst remaining calm and organised

To be receptive to change and to act as a change agent

The ability to maintain excellent rapport with patients, staff, volunteers, supporters and donors

To demonstrate a calm and logical approach to problem solving

To consistently demonstrate a dedicated approach to the quality of customer service and team working.

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....
Received by.....
Name (Print).....