

Warehouse Assistant Volunteer Role description

ROLE TITLE	Retail Warehouse Assistant
DEPARTMENT	Saint Francis Hospice Retail Warehouse
DAYS/HOURS OF DUTY	Monday to Friday– Days/Hours to be agreed
REPORT TO	Warehouse Manager, Warehouse Team Leader, Retail Business Manager
ACCOUNTABLE TO	Commercial & Safety Director
KEY RELATIONSHIPS	Retail staff and volunteers, hospice staff and volunteers, hospice supporters, external agencies.

ROLE SUMMARY

To Support the Warehouse Manager and Warehouse Supervisor, ensuring operational effectiveness throughout the Warehouse.

Making sure warehouse operations are fully supported with the flow of stock and donated items and a good turnover of goods is distributed throughout the shops.

To work within Health & Safety guidelines, following Hospice guidance, policies and procedures including manual handling and operational safety processes.

MAIN DUTIES

- Greeting hospice supporters and helping to carry in their donations.
- Sorting donations ready for transferring to the stores.
- Assisting with the weekly store supplies distribution.
- Helping the Support Team, loading goods on and off the vehicles.
- Keeping the warehouse and associated areas clean and tidy.
- Assisting with stock takes and audits when required.
- Scanning bar codes of selected books, CD's, and DVD's on Retail's Ziffit account and boxing up as necessary – securing the box with tape and sticking on the address label.
- Helping to put unsaleable items together for the ragging/textiles companies to collect.
- Helping the Ecommerce team when required.

PERSON SPECIFICATION – more details at the end of the RD

- Ability to follow instructions and respond quickly to requests in order to perform duties.
- Ability to carry out tasks on your own or in a team.

- Good general health, since the role requires the moving of heavy and bulky items. Frequently carrying goods up and down stairs and standing for long periods of time.

ADDITIONAL REQUIREMENTS OF THE VOLUNTEER

CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matter, during the course of their duty. This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.

EQUALITY & DIVERSITY: The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice's policy on equality and diversity.

FIRE/HEALTH AND SAFETY: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.

HOSPICE IDENTITY BADGES: Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors. Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.

TRAINING: Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not have access to a computer. Other training opportunities will be explained by the volunteer's supervisor from time to time.

Please note that this role description is a guide to the duties that make up the role. It may be necessary for a supervisor/line manager to review, in consultation with their manager, elements that need to be changed in the light of changing circumstances and/or the changing needs of the Hospice; and the Board of Trustees. In such cases the volunteer will be fully consulted with.

HOSPICE VALUES

Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.

Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.

Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.

Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.

Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.

PERSON SPECIFICATION

E = ESSENTIAL	D = DESIRABLE
Education & Training	
<input type="checkbox"/> Good level of general education including English and Mathematics	E
<input type="checkbox"/> Good standard of English literacy, spelling and grammar.	E
Skills/Abilities/Knowledge	
<input type="checkbox"/> Basic IT skills	D
<input type="checkbox"/> Ability to respond quickly to requests in order to perform duties	E
<input type="checkbox"/> Ability to work under supervision, and independently, as appropriate.	E
<input type="checkbox"/> Reliable with Good time management skills, able to work calmly under pressure.	E
Experience	
<input type="checkbox"/> Experience of working in a warehouse environment	D
<input type="checkbox"/> Awareness of Health & Safety legislation	D
Other Requirements	
<input type="checkbox"/> Good interpersonal skills	E
<input type="checkbox"/> Good general health, since the role requires the moving of heavy and bulky items as major part of daily work, frequently carrying goods up and down stairs, and standing for long periods of time.	E