

**JOB DESCRIPTION**

**JOB TITLE:** Donation Centre Supervisor

**LOCATION:** Newhaven Warehouse

**HOURS**: 21 hours per week (to include weekend and Bank

Holiday working on a rota basis)

**ACCOUNTABLE TO**: Newhaven Furniture Warehouse Manager

**ACCOUNTABLE FOR**: Van Drivers, Warehouse Assistants & Volunteers

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**PURPOSE OF THE POST:**

**To effectively support the Newhaven Warehouse Manager with the day-to-day running of the Donation Centre. To provide support to the Van Team and the Donation Centre volunteers. Provide helpful service to members of the public who may be making donations to the warehouse.**

**The Donation Centre Supervisor is primarily responsible for the running of the Donation Centre however is also responsible for deputising in the absence of the Newhaven Warehouse Manager and Assistant Manager.**

**DUTIES AND RESPONSIBILITIES:**

**Specific Duties**

* Encouraging and accepting donated goods for sale.
* Encouraging new donors to sign up for gift Aid to maximize income.
* Ensuring the full Gift Aid Process is followed from start to finish.
* Supervise and train Donation Centre volunteers, creating a positive working environment for them.
* Sorting and preparing goods for sale in the shops, ensuring that sorted goods comply with Trading Standards Regulations.
* Liaising with individual Shops to plan in Shop Runs with the correct stock for each store, arranging both collections and deliveries from the shops.
* Ensuring that Donation Centre is kept clean and organized at all times and the Health and Safety regulations are observed.
* Liaise with drivers to support them in their daily duties, and give instructions in the absence of the Warehouse Manager and Assistant Warehouse Manager.
* Overseeing the Online Operation to hit sales targets – this will include however not be limited to eBay, Vinted, Music Magpie, We Buy Books. Ensuring all possible methods are being used to generate additional income on top of Donated Goods sales.
* Being a key holder and Duty Manager, covering the store on a rota.
* Able to fill in for the Warehouse Manager and Assistant manager and any other role at the Donation Centre if required on an ad hoc basis.
* Fill in relevant paperwork i.e. H&S folder, keep volunteer records correct and take care of any other record keeping duties.
* Being able to assist in different duties that may arise in both the Donation Centre and the Warehouse as a whole i.e. serving customers on the till, filling up the shelves.

**Staff and Volunteers**

* Assist the Furniture Warehouse Manager to recruit, train and manage staff and volunteers in line with the business needs and following all AUKES policies and procedures.
* Create a positive working environment that encourages staff and volunteers to uphold the high standards and quality of service they provide.
* Ensure that all AUKES standards and policies are adhered to by staff and volunteers.
* Work with other AUKES staff and volunteers to ensure effective working relationships are created.

**Health and Safety**

* Take day to day responsibility for fire safety, health and safety, security and facilities requirements to ensure Newhaven Warehouse is a safe environment for all staff, volunteers and customers in the absence of the Furniture Warehouse Manager.
* Maintain high standards of housekeeping, organisation and cleanliness throughout the premises.
* Ensure all team members are aware of and comply with Health & Safety and PPI regulations at all times.
* Ensure the delivery vehicle fleet is kept clean and in good repair and complies with all legislation.
* As one of the key holders for the site you may need to attend at any time in the event of an emergency or a business critical situation.

**OTHER:**

1. To work within the policies, procedures and quality frameworks adopted by Age UK East Sussex with particular attention to equal opportunities, data protection/confidentiality, safeguarding and health and safety requirements.
2. To undertake relevant training as required by the organisation and agreed with your line manager.
3. To be an Ambassador for the Charity, positively promoting the organisation and its services at all times.
4. To undertake other such responsibilities and duties as may be reasonably required by your line manager within the level and grading of the post and to work flexibly as required.

Age UK East Sussex reserves the right to review this job description from time to time to best suit the changing nature of the role in line with service needs. Any changes to this document will be made by mutual agreement.



**PERSON SPECIFICATION**

|  | Requirements: | Essential/Desirable | How Assessed |
| --- | --- | --- | --- |
| Education/Qualification | GCSE or equivalent English and Mathematics. | E | Application |
| Full Clean Driving Licence  | E | Application |
| Experience | Experience of driving a 3.5T van. | D | Application |
| Experience of working in a retail environment, serving customers and dealing directly with the public | E | Application  |
| Management experience of taking responsibility for and training of other staff or volunteers | E | Application & Interview  |
| Proven experience of cash handling, reporting sales and maintaining clear and accurate records | E | Application & Interview |
| Experience of managing a successful retail and/or charity shop operation delivering against sales targets | D | Application & Interview |
| Merchandising experience and evidence of successful implementation  | D | Application & Interview |
| Marketing and fundraising for a local activity, cause or charity shop | D | Interview |
| Knowledge | Knowledge of Gift Aid | D | Interview |
| Knowledge of health & safety including manual handling  | E | Application |
| Geographical knowledge of the local and surrounding areas | E | Interview |
| A good understanding for retail operations and a willingness to learn new retail techniques to increase income generation | E | Application & Interview |
| Skills and Abilities | Ability to organise and motivate self, manage own and others time and priorities and take appropriate responsibility  | E | Application & Interview  |
| Ability to use Microsoft Word, Outlook and Excel | E | Application & Assessment |
| Excellent verbal and written communication skills | E | Application & Interview & Assessment  |
| Empathetic approach and ability to listen to, understand and respond to the needs of older people | E | Interview |
| Other | Be available to provide cover at other venues as required | E | Application |
| Ability to travel across East Sussex | E | Application |
| Willingness to work unsociable hours when required | E | Application |
| Commitment to delivering a high quality service | E | Interview |
| Commitment to equal opportunities to all members of the community | E | Interview |
| Supportive of the charity’s aims and objectives | E | Interview |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

Employee Name...................................................................................................................

Signature..............................................................................................................................

Date.....................................................................................................................................