

JOB DESCRIPTION

Job Details:	
Job Title:	Warehouse Distribution Lead
Grade:	Spot Salary
Department:	Retail
Directorate:	Finance, IM, Business Development & Retail
Reporting to:	Warehouse and Van Fleet Manager
Responsible:	Volunteer donation station teams

Job Summary / Main Purpose:

The Warehouse Distribution Lead is responsible for coordinating and optimising the flow of donated stock across Dorothy House's retail estate, ensuring the right stock reaches the right shops at the right time. Alongside stock distribution duties, the role leads the day-to-day operations of the donation station as well as overseeing stock allocation, sorting and distribution from donation through to shop delivery, using data, shop insight and operational priorities to support strong sales performance and efficient stock movement.

Alongside stock flow coordination, the role leads the day-to-day operation of the donation station and warehouse sorting team, ensuring effective use of resource, high standards of organisation and continuous improvement in processing and distribution. Working closely with Retail Operations and Warehouse colleagues, the postholder plays a key role in developing a structured, proactive approach to stock movement that supports retail performance across the estate.

This role has been introduced to support Retail during the current stabilisation period. As the future operating model is developed and agreed, the role may evolve in focus, priorities and ways of working to ensure it remains aligned to the needs of the Retail operation. Any significant changes will be managed in line with organisational processes.

Duties and Responsibilities Stock Allocation & Distribution

- Lead the coordination of donated stock flow from donation points and warehouse through to shops.
- Allocate stock based on shop capacity, trading performance, stock quality and organisational priorities.
- Ensure the right stock reaches the right shops at the right time to support sales performance.
- Plan and prioritise stock movement to reduce reliance on reactive requests.
- Oversee allocation routines to ensure timely, consistent and effective stock distribution.

- Work with Retail teams to ensure stock flow supports both local and overall trading performance.
- Identify and implement improvements to stock flow processes to increase efficiency and effectiveness.
- Oversee allocation routines to ensure timely flow of stock to shops
- Ensure a 6-day process at the central warehouse

Communication and Stakeholder Engagement

- Build strong working relationships with Retail Operations, shop teams and warehouse colleagues.
- Communicate stock allocation principles, priorities and decisions clearly and consistently.
- Provide visibility of stock availability, allocation approach and operational constraints.
- Gather feedback from shops and teams to inform continuous improvement, while maintaining a structured approach to stock allocation.

Donation Station & Off-Site Stock Management

- Oversee the intake, sorting and initial processing of donated stock at the warehouse and donation stations.
- Ensure donation inflow is aligned with warehouse capacity, shop demand and trading priorities.
- Work with the Warehouse Manager to maintain efficient throughput from donation to distribution.
- Manage off-site and seasonal stock to support overall stock flow and retail performance.
- Improve sorting quality, processing speed and value recovery from donations.
- Lead the day-to-day operation of the donation station and sorting team at the central Warehouse, ensuring effective volunteer resourcing and cover.

Continuous Improvement

- Identify and implement improvements to increase efficiency and effectiveness of stock flow.
- Improve coordination between donation points, warehouse operations and shop allocation.
- Reduce delays, duplication and inefficiencies in stock movement.
- Embed consistent, scalable processes across stock flow and distribution.

Leadership

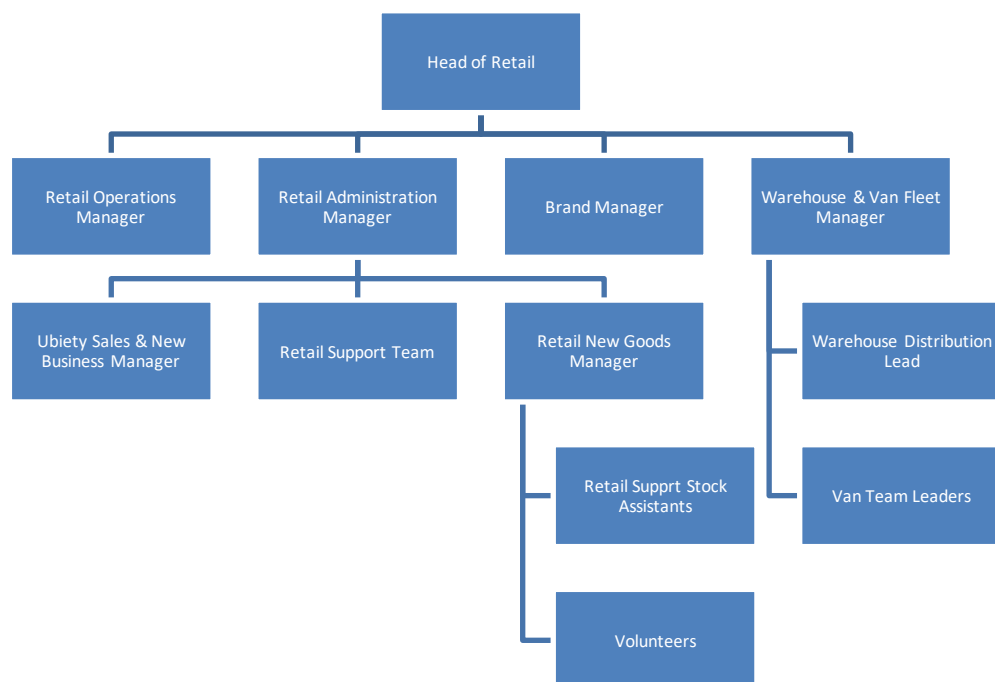
- Lead and support the warehouse and volunteer team to deliver high standards of performance.
- Set clear expectations, manage performance and ensure effective use of resource.

- Foster a culture of accountability, continuous improvement and high operational standards.
- Work collaboratively with van and warehouse teams to ensure effective delivery.
- Maintain safe, organised and efficient working environments at all times.

Compliance

- Ensure all warehouse and distribution activities comply with health and safety and legal requirements.
- Maintain safe working practices and ensure risks are identified and addressed.
- Raise and escalate safeguarding concerns appropriately.

Structure Chart –



Contacts

Regular

- Head of Retail
- Warehouse & Van Fleet Manager
- Retail Operations Manager & Retail Support Manager
- Shop Managers and shop based staff

- Fundraising and communications Dept.
- Finance
- HR

Working Conditions

- Travelling the Area to visit all Shops.
- Weekend and bank holiday working, as required
- Mainly working in a warehouse environment

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

Leadership Commitment

As a People Manager at Dorothy House, you play a vital role in shaping our culture, supporting our teams, and delivering our purpose **“to empower, collaborate and deliver so that no one faces death alone”**.

As part of our Manager Role Profile, this role is identified as a **“Team Leader”**. This means that you will commit to:

Lead Me Well:

- Set clear agreements and make sure people understand what’s expected of them.
- Follow through on what you say you’ll do.
- Tend to difficulties early - don’t escalate issues that are yours to hold.

Support My Development and Wellbeing:

- Check in regularly on how people are doing - not just tasks.
- Spot strengths and offer opportunities to grow.
- Notice stress early and take action.

Listen to Me and Keep Me Informed:

- Keep to regular check-ins - don’t cancel without good reason.
- Keep your team in the loop.
- Listen without distraction and respond clearly.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients’ homes.

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Person Specification

Criteria	Essential	Desirable
Experience working in a operational or retail environment (e.g. warehouse, shop floor, logistics or back-of-house operations).	X	
Can demonstrate using data or operational insight to make decisions that improve performance (e.g. prioritising stock, identifying bottlenecks, improving flow).	X	
Ability to organise and prioritise workload effectively in a changing environment (e.g. managing multiple tasks or time pressures).	X	
Problem-solving skills with examples of improving processes or resolving operational issues (e.g. reducing delays, improving processes).	X	
Ability to work collaboratively and build effective working relationships across teams.	X	
Organisational skills with the ability to prioritise competing demands and maintain consistent delivery (e.g. balancing stock, capacity and demand).	X	
Confidence using basic systems or data to support decision-making (e.g. spreadsheets, reporting tools or operational systems).		X

Experience working in charity retail environments		X
Experience managing volunteers alongside staff teams		X