

Job Description

Job Details:	
Job Title:	Retail Logistics Manager
Grade:	£35,157 - £40,320 per annum
Department:	Retail
Directorate:	Finance, Business Development, Governance, Digital
Reporting to:	Head of Retail
Responsible for	• Leadership and development of Logistics Team Leaders. • Performance and continuous improvement across warehouse, distribution, van operations and house clearance services • Logistics budgets, resources and operational performance
Role Purpose To provide strong operational leadership across Dorothy House's retail logistics function, leading through operational leads to deliver a safe, efficient, sustainable and cost-effective service across the retail estate. The role is responsible for the overall performance, capability and development of the logistics function, including warehouse, distribution, house clearance, recycling and waste management. The post holder will set clear expectations, develop leaders, and use data and insight to drive performance and continuous improvement. They will ensure logistics has the capacity, capability and resilience to respond to changing retail demand and effectively support retail performance and the wider Retail Strategy. The role leads through operational managers rather than directly managing routine operational delivery. Day-to-day operational activity should be owned and managed through the appropriate Team Leaders and operational leads.	
Principal Duties and Responsibilities Leadership & People • Lead through Team Leaders and operational leads, empowering them to own day-to-day delivery and performance. • Be accountable for the capability, performance and development of team leaders, ensuring clear standards, effective delegation and appropriate accountability. • Set clear expectations, standards and priorities across the function and ensure these are consistently delivered.	

- Build leadership capability, succession and a positive culture of teamwork, accountability and continuous improvement.
- Ensure the right workforce capacity, skills and resources are in place to deliver current and future operational requirements.
- Address underperformance through the appropriate operational leads and ensure agreed actions are delivered.

Warehouse, Distribution & Stock Flow

- Be responsible for warehouse and distribution performance, capacity, productivity, service levels and stock throughput across the retail estate.
- Provide strategic direction and oversight via the operational leads, while ensuring day-to-day operations is appropriately owned.
- Ensure stock flows efficiently and effectively across the retail estate to maximise sales opportunities and availability.
- Translate retail stock priorities into effective logistics and distribution plans, ensuring the right stock reaches the right locations at the right time.
- Work closely with Retail Operations to respond to changing commercial priorities and demand.
- Partner with Retail Operations leadership to align stock allocation decisions with operational priorities, with logistics responsible for delivering agreed movement and distribution of stock plans.
- Identify capacity constraints, bottlenecks and service issues and ensure these are addressed through the relevant operational leads.

Van Logistics

- Be responsible for the overall performance, utilisation, cost, compliance and service continuity of the fleet and van operation.
- Provide leadership and oversight through Van Team Leaders and operational colleagues.
- Ensure effective vehicle utilisation, routing, scheduling, maintenance and compliance, with day-to-day operational decisions owned through Team Leaders.
- Ensure sufficient fleet capacity and contingency arrangements are in place to maintain service continuity.
- Drive improvements in productivity, efficiency, utilisation and cost-effectiveness.
- Ensure fleet provision responds effectively to the changing needs of the retail estate.

House Clearance, Recycling

- Jointly accountable for the operational and commercial performance of House Clearance, including service quality, income generation, cost control and customer experience.
- Lead through the House Clearance Team to ensure effective day-to-day delivery and continuous improvement.

- Develop House Clearance as an effective income-generating service, identifying opportunities to increase value and contribution to retail.
- Maximise reuse, recycling and resource recovery while reducing avoidable waste and associated costs.
- Develop opportunities that improve income, operational efficiency and Dorothy House's wider sustainability objectives.

Performance, Improvement & Finance

- Accountable for setting, monitoring and reviewing clear KPIs and performance standards across the logistics function.
- Use data and insight to identify trends, opportunities, capacity pressures and underperformance.
- Ensure corrective actions and improvement plans are owned and delivered through the relevant operational leads.
- Drive a culture of continuous improvement, challenging existing ways of working and identifying opportunities to improve efficiency and service.
- Monitor budgets, resource utilisation and value for money across the function.
- Ensure logistics delivers an appropriate balance of service, cost, productivity and commercial value.
- Provide clear performance reporting, insight and recommendations to the Retail Operations Manager supporting continuous improvement across retail operation.

Operational Resilience

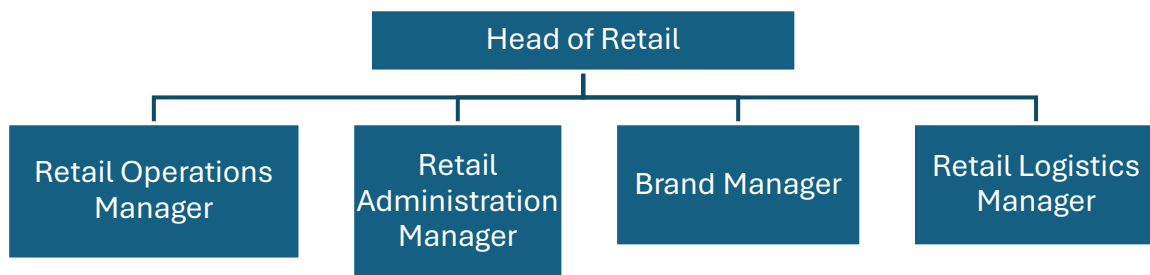
- Be responsible for the resilience and continuity of the logistics operation, ensuring sufficient capacity, capability and contingency arrangements are in place.
- Anticipate changes in retail demand and ensure logistics resources and ways of working can adapt accordingly.
- Identify operational risks and dependencies and ensure appropriate mitigation and contingency plans are in place.
- Ensure the function can maintain critical services during periods of disruption, absence, increased demand or operational change.

Health, Safety & Compliance

- Be jointly accountable for ensuring warehouse, vans and logistics operations meet statutory, regulatory, organisational and health and safety requirements.
- Ensure Team Leaders and operational leads understand and fulfil their responsibilities for safety, compliance and risk management.
- Maintain effective risk management, audit, assurance and compliance processes across the function.
- Ensure identified risks, incidents and compliance issues are appropriately escalated and that corrective actions are owned and completed.

- Promote a strong culture where safety, compliance and wellbeing are treated as fundamental to operational performance.

Structure Chart



Main Contacts:

- Head of Retail
- Retail Senior Leadership
- Shop teams
- Warehouse teams
- Retail Director
- Maintenance Teams
- HR teams
- External contractors
- Recruitment agencies
- Waste contractors

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 leading a logistics, warehousing, distribution, transport or operational team	X	

Experience in analysing, identifying issues and implementing measurable improvements in productivity, quality, service or cost efficiency.	X	
Experience managing operational budgets and resources	X	
Demonstrable understanding of health and safety, risk management and compliance within an operational environment	X	
Experience leading change and continuous improvement initiatives	X	
Demonstrable experience in stakeholder management, both internally and externally.	X	
Experience within a multi-site retail, charity retail or circular economy environment		X
Relevant professional qualification in logistics, operations management, transport, supply chain or leadership		X