

JOB DESCRIPTION

Job Details:	
Job Title:	Retail Support Assistant (Stock)
Grade:	Deputy C
Department:	Retail
Directorate:	Finance, IM, Business Development & Retail
Reporting to:	Retail Support Manager
Responsible for:	N/A
Location	Corsham Warehouse

Job Summary / Main Purpose:

To receive, process and organise incoming stock and materials, picking and filling orders from stock for our shops and direct to customers. Working closely with the Retail Support Assistant (New Goods)

Principal Duties and Responsibilities

Warehouse & Stock

- Assist with receiving, unloading and unpacking stock into the warehouse ensuring it is stored safely.
- Adhere to all Dorothy House Health and Safety policies and processes and ensure all equipment is used in a safe manner.
- Ensure orders are picked, priced and packed accurately and securely for delivery to both our shops and direct to customers.
- Inspect all items on receipt to ensure they are not damaged or faulty and inform the retail support assistant (new goods)
- Maintain a safe and clean working environment by keeping storage areas, warehouse and work stations tidy.
- Make suggestions for improvements in productivity
- Support quarterly stocktakes of 'New Goods'
- Identify errors in stock levels and suggest ways to eliminate the root cause and report any shrinkage
- Work with the Retail Support Manager and Retail Support Assistant (New Goods) to maintain an accurate stock file

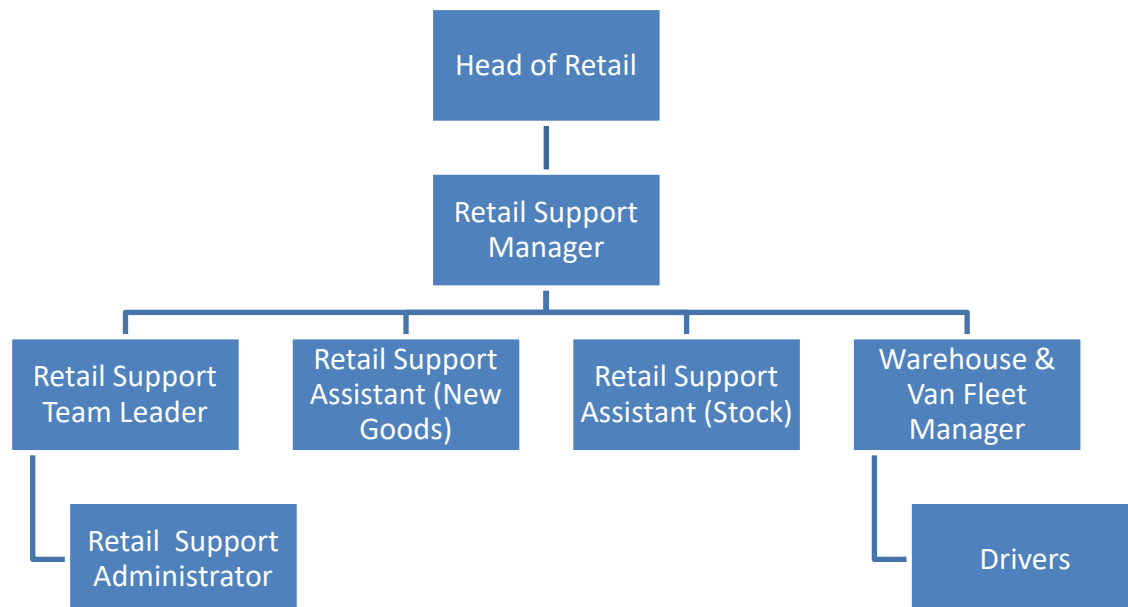
As part of the Retail Team

- Assist with regular warehouse sales and other 'pop up' events
- Flex working hours at key times of the year to support the needs of the business over a 7 day working week
- Participate in organisational and/or departmental activities that promote the work of the Retail Team.
- Commit to the Dorothy House objectives and its values.
- Travel to meetings and training sessions as required
- Build and develop positive relationships both internally and externally and to ensure maximum income for the charity

On a personal level

- Undertake required training.
- Participate in the Personal Development Review process and engage in own personal development.

Structure Chart



Contacts

- Staff and volunteers at Corsham Warehouse
- External suppliers

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.

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.

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.

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.

Person Specification -

Criteria	Essential	Desirable
Qualifications and Experience <ul style="list-style-type: none"> • Good standard of English and Maths • Competent administrator • Knowledge and experience of working in retail environment 	X	X X
Able to work on own initiative and good team player		X
Highly organised and systematic but flexible and able to prioritise		X
Excellent communication and interpersonal skills		X
Experience of working with volunteers		X
Attention to detail and accuracy with a good standard of literacy and numeracy	X	
IT Literacy/experience of MS packages: <ul style="list-style-type: none"> • Word processing • E-mail • Spreadsheet and/or database packages • Experience of using the internet 	X X X	X
Willing to undergo training as necessary to fulfil job role	X	
Flexibility / adaptability in working hours	X	
Willingness to travel		X
Car driver with access to vehicle		X