

JOB DESCRIPTION

Job Details:	
Job Title:	House Clearance Team Leader
Grade:	Retail Manager B
Department:	Retail
Directorate:	Finance, IM, Business Development & Retail
Reporting to:	Warehouse and Van Fleet Manager
Responsible for:	House clearance staff and van drivers

Job Summary / Main Purpose:

To primarily support the House Clearance Operations to grow sales. Secondly to support general warehouse operations as required

Principal Duties and Responsibilities

House Clearance

- Complete full House Clearances Service from customers houses – House Clearance refers to the removal and sorting of all agreed items from a customer's property to generate income
- Uplifting a mix of stock from properties - Stock primarily refers to Furniture, Bric a Brac, Clothing and electrical items but may also include other products
- The role will be primarily indoors but due to its nature will require individuals to be willing to work in all weathers
- Sorting stock offsite between saleable, recyclable and waste items
- Assisting the Warehouse and Van Fleet manager with the management of the clearance team (and other related drivers) including paid staff, volunteers or agency at customers property and at DH sorting location including but not exclusive to PDRs, Probation reviews, Holiday oversight and RTW activities
- Driving a DH 3.5T Luton box van (and other Vehicles) to support clearance activities. Primarily to transport, load and unload between warehouse, shops, customer's properties and recycling centres but also to other locations as required in day-to-day operations.
- Supporting W&VFM in dealing with potential customers face to face, via email and via phone to book, quote and confirm details of Clearances
- Supporting W&VFM in visiting potential customers prior to Clearance to assess properties and agree quotations

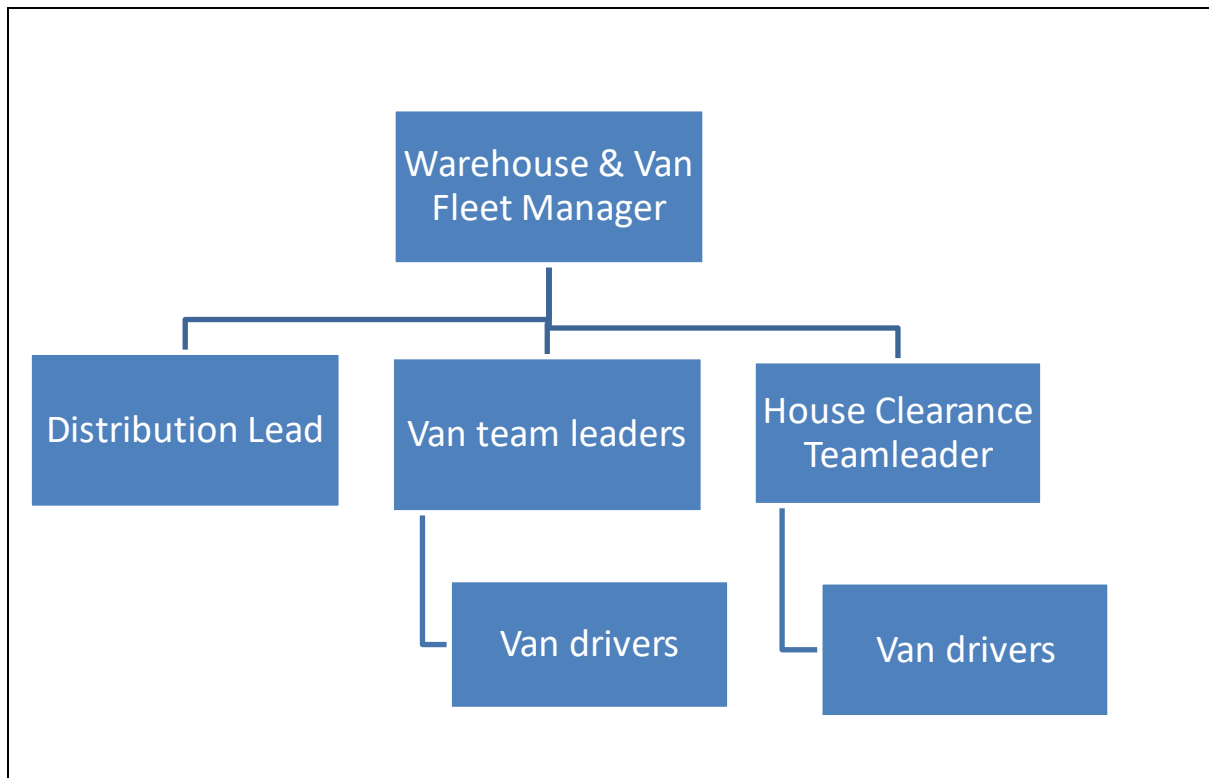
- Lead team at warehouse to receive, unload, sort & distribute stock to final Selling locations or ensuring it is stored safely if required
- Utilise the waste hierarchy to deal with waste and recyclable items
- Taking waste items to approved waste management facilities
- Working with W&VFM to ensure non sellable items are recycled or used to generate income where possible
- Adhere to all Dorothy House Health and Safety policies, processes and ensure all equipment is used in a safe manner.
- Supporting W&VFM in conducting Risk Assessments on potential sites
- Maintain a safe and clean working environment by keeping working areas & warehouse and workstations tidy.
- Make suggestions for improvements in productivity
- Offer great Customer service and represent Dorothy House in a positive and professional manner

As part of the Retail Team

- Assist with regular warehouse activities as required as part of the retail support and warehouse team
- 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
- Customers service

Additional duties

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



Contacts

- Staff and volunteers at Corsham Warehouse
- Shop staff and volunteers
- External suppliers
- Customers

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.

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
Holds a full UK driving licence with the ability to drive 3.5T vehicles, with confidence driving vans as part of day-to-day (e.g. collections, deliveries, house clearances).	X	
Experience working in a physically active, hands-on environment involving manual handling (e.g. warehouse, removals, retail stock movement or similar).	X	

Demonstrates the ability to lead and support a small team - providing direction and ensuring work is completed safely and efficiently (e.g. coordinating tasks during clearances).	X	
Demonstrates a good manor of customer service skills (e.g. speaking with customers face-to-face, friendly and approachable, experience handling queries).	X	
Ability to organise and manage workload across different locations and tasks (e.g. planning clearances, coordinating collections, balancing warehouse support).	X	
Experience working in house clearance, removals, waste management or similar services (e.g. property clearance, recycling or disposal work).		X
Experience working with or supporting volunteers in an operational environment (e.g. giving direction, supporting day-to-day activity).		X