

Job Description

- Job Title:** Warehouse Assistant
- Location:** Warehouse Hub, Teignmouth Road, Torquay
- Reporting to:** Warehouse Team Leader
- Job purpose:** Our Vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. As Warehouse assistant you will deliver this by ensuring the maximum income is achieved from every item donated.

Our Values: [Honesty & Integrity](#) [Generosity of Spirit](#) [Respect](#) [Team Player](#)

Key Roles and Responsibilities

1. Sort and process all donations, to fulfil shop order requests with a commercial focus on identifying sales opportunities. Maximising Gift Aided donations, to support shop managers to achieve their income targets and KPIs.
2. Build effective working relationships across the warehouse and the shops team to maximise sales/profit, proactively and positively responding to feedback.
3. Support the Warehouse Team Leader and Stock Control Assistant in responding to New Goods requests, ensuring items are packed safely to avoid breakages, and recording stock allocated to ensure stock takes are accurate.
4. Work collaboratively with colleagues, embedding an ethos of trust, open communication, and cohesive team effort that is aligned with agreed team objectives and retail strategy/plans.
5. Be willing and flexible to respond to changing demands, getting involved with whatever needs to be done to deliver a great service.
6. Welcome volunteers to the team, providing support and any relevant training, to build and retain a successful, inclusive, and diverse volunteer workforce.
7. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Play an active part in team meetings. Help to create an environment that is continually critically questioning practice and promoting learning.
8. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.

This list can never be exhaustive, and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.

Infection Prevention



All Rowcroft Hospice employees are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to:

- Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- Take part in mandatory infection control training provided;
- Responsibly manage your own infections that may be transmittable to patients, including to contact Occupational Health for guidance.

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time).

This will be fully discussed and agreed with the postholder to meet individual and business needs.

PERSON SPECIFICATION Warehouse Assistant



Registered Charity No: 282723

Attributes	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Good general level of education 	
Knowledge and Skills	<ul style="list-style-type: none"> • Commercial awareness of the High Street and demonstrate knowledge of current fashion trends and brands. • Skilled at building productive and effective relationships. • Good IT skills relevant to a retail environment • Awareness of safety procedures for goods, loading and unloading processes 	<ul style="list-style-type: none"> • Demonstrate knowledge of our customer base across our portfolio of shops.
Experience	<ul style="list-style-type: none"> • Working in a retail/charity retail environment 	<ul style="list-style-type: none"> • Working with volunteers
Personal Requirements	<ul style="list-style-type: none"> • Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience. • Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times. • Able to work in a physically demanding role, standing for long periods and lifting heavy loads within legal limits 	<ul style="list-style-type: none"> • Willing and able to volunteer for at least one Rowcroft event each year.

