



## **JOB DESCRIPTION**

**Job Title:** Retail Stock Team Leader

**Department:** Retail

**Reports To:** Retail Stock Manager

**Hours:** Full time, 37.5 per week. Must be flexible to work irregular hours as demanded by the requirements of the post.

### **The Role**

The Retail Stock Team Leader at St Oswald's Hospice oversees daily stock management operations, maximising profitability through efficient sorting and processing of donations, categorising, and distribution of donated goods. They lead a diverse team of staff and volunteers, ensuring clear communication with Retail Stock assistants, shop managers and volunteers. Effective leadership skills are crucial for motivating the team and fostering a positive work environment. Continuous learning is essential to stay updated on fashion trends and best practices. This role offers a rewarding opportunity to drive good quality stock to the right platform and contribute to the important work of St Oswald's Hospice.

### **Key Outcomes and Responsibilities:**

#### **Inventory Management:**

- Develop and implement systems for sorting, categorising, and storing donated goods in the warehouse.
- Ensure accurate and timely recording of incoming donations, including quantities, and condition assessments.
- Regularly assess inventory levels and identify opportunities to replenish stock through donation drives or targeted outreach efforts.

#### **Quality Control:**

- Establish quality standards for donated items and provide guidance to staff/volunteers on assessing the condition and suitability of goods for sale.
- Implement procedures for inspecting and cleaning donated items to maximise their resale value.
- Monitor compliance with quality standards and provide feedback and training as needed to maintain consistency.

**Team Leadership:**

- Train and supervise a team of staff members and volunteers involved in sorting and processing donated goods.
- Assign tasks and responsibilities based on individual strengths and organisational priorities.
- Foster a positive and collaborative work environment that encourages teamwork, productivity, and morale.

**Efficiency and Productivity:**

- Develop and optimise workflow processes to maximize efficiency and minimize processing times.
- Implement best practices for warehouse organisation and layout to facilitate easy access to inventory and streamline operations.
- Monitor productivity metrics and identify areas for improvement to enhance overall performance.

**Gift Aid Participation:**

- Promote Gift Aid to donors by explaining the benefits and impact of participating in the scheme.
- Encourage donors to complete Gift Aid Declaration forms when making eligible donations.
- Ensure all donated items are labelled with appropriate Gift Aid stickers or tags, where applicable.

**Health and Safety Compliance:**

- Ensure compliance with health and safety regulations and best practices in all warehouse activities.
- Provide training and resources to staff/volunteers on proper handling techniques, equipment usage, and safety protocols.
- Conduct regular inspections and audits to identify and address potential hazards or compliance issues.

**Communication and Collaboration:**

- Liaise with other departments within the organisation, including retail stores and E-bay teams, to coordinate inventory needs and optimise sales strategies.
- Communicate effectively with donors, suppliers, and external partners to facilitate donations, deliveries, and other logistics.
- Represent the organisation professionally in public-facing interactions and promote its mission and values.

**Risk Management including Health & Safety**

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

## **Team Working and Conduct**

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, Values and People Charter help to guide everyone in how we live this day to day.

## **Confidentiality**

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

## **New Tasks**

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Any substantive changes which may need to be made will be discussed with you.

**RISK ASSESSMENT**                      **Task based RA completed**

**DISCLOSURE / LEVEL**                **Enhanced DBS required**

**PREPARED BY/ DATE**                **Andrew Moir January 2025**

## **About you**

As a guide we are looking for:

- Previous experience in warehouse management, retail operations, or a related field preferred.
- Strong organisational and multitasking abilities, with a keen eye for detail.
- Excellent leadership and interpersonal skills, with the ability to motivate and inspire others.
- Knowledge of inventory management systems and proficiency in basic computer applications.
- Commitment to the mission and values of the charity, with a passion for making a positive impact in the community.

## **Your values**

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

## **Applying for this role**

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!