**Assistant warheouse MANAGER**

**WELCOME LETTER**

Every 6 minutes someone learns that they are losing their sight. Every five hours, a baby is born with sight problems. In these moments, two profound questions emerge:

• Can this be stopped?

• How do I (or my child) live this life?

The merger of Fight for Sight and Vision Foundation which took place on 1st April 2023 will enable us to address both questions. By combining our strengths and expertise we are now the only significant national funder with the efficiency,

capability, and capacity to increase investment in medical research and social improvement. Together we can mitigate both the prevalence and impact of sight loss. We have a clear ambition – to save sight and to change lives.

We have a clear ambition, led by our CEO, Keith Valentine, who has valuable lived experience of sight loss. This ambition includes retail growth plans and an income generation strategy to open more shops over the next 5 years. We currently operate 11 shops selling donated goods, including an online eBay shop.

We are now looking for experienced, committed, and creative individuals to join our dynamic team as we devise and launch a new five-year strategy. You’ll be part of something impactful, we’d love to hear from you.

The Assistant Donations Hub Manager will play a crucial role in the future growth of our newly merged charity and the impact that we can achieve through partnership for people with sight loss.

**JOB DESCRIPTION AND PERSON SPECIFICATION**

*As the Assistant Donations Hub Manager your prime purpose is to support the function of current warehouse logistics to meet the needs of the business, working alongside the Warehouse Manager accordingly. This will involve sourcing donations through house clearances and local collections, and processing appropriate quality to keep all shops fully stocked; as well as highlighting appropriate stock to maintain the income stream for our e-Commerce operation.*

*You will support operational infrastructure in the Warehouse to ensure it is fit for purpose and that the speed and accuracy of stock processing and deliveries will meet the needs of the business.*

*In addition, you will work closely with our Delivery Drivers, providing delivery cover during holidays and be partly responsible for overseeing the maintenance of vehicles. Excellent communication is required with our Shop Managers to understand their stock requirements. You will also need to ensure that all machinery and equipment if fit for purpose and support in overseeing the health and safety of the warehouse.*

*The Assistant Donations Hub Manager will also need to support the recruitment and development a team of volunteers.*

*Experience in a charity retail setting, excellent customer service and relationship building skills and a general understanding of charity retail would be a distinct advantage.*

**Responsible to**

Warehouse Manager

**Direct reports**

None

**Working hours and contract**

This is a full-time role on a permanent basis meaning a working week of 35 hours over 5 days Monday to Friday. Some weekend working may be required during peak trading period.

**Salary**

£23,933-25,000 depending on experience, plus OTE bonus

**Location**

London and the Home Counties. Our Donations Hub is currently located within West Norwood, with a second small warehouse attached to our West Norwood Shop.

**Start date**

As soon as possible

**Role Responsibilities:**

* To assist in coaching, leading and managing a small team of Stock Donations Assistants, Drivers and Volunteers.
* To act as the main point of contact with our house clearance and auction house partners.
* To effectively coordinate the collection of donations from customers across our shops.
* To support with the effective distribution of donated stock across the Retail business.
* To help achieve and deliver business plan objectives.
* To achieve optimum value from donated stock, minimise waste, and responsibly handle donors’ items (for example ensuring Gift Aid procedures).
* To achieve compliance with relevant regulation e.g., health and safety, whilst adhering to all policies and procedures.
* To promote strong relations within the local community to enhance the profile and good name of the charity.

## Main Responsibilities

* To support achievement of agreed budgets and standards for the Retail business, through fulfilment of Shop Managers’ orders and requirements.
* To help organize day to day deliveries, collections and distribution of donated stock received through the Warehouse and Retail shops.
* To support and manage volunteer sorting teams to ensure items are processed in line with policies and procedures, recognising and thanking the team for their contribution
* To achieve Warehouse Gift Aid objectives, coaching colleagues to success.
* To develop a culture of ownership and follow up within own team
* To adhere to Safe, Legal & Secure requirements and standards for the Warehouse, shop, and vehicles
* To support the opening of new shops through provision of stock and preparing for agreed opening dates
* To role model and promote effective team communication, celebrating success and sharing best practice
* To liaise closely with Warehouse Manager, Retail Partnerships and eCommerce Manager, Area Manager and Delivery Drivers to ensure the best possible communication within the team.
* To role model exceptional internal customer service to Shop Managers, especially in fulfilling customer orders/deliveries and donation pick-ups.
* Promote, monitor and act on internal and external customer feedback
* To proactively assess own development needs and seek out development opportunities to enhance contribution to Retail objectives and operations
* To work with driver to maintain the Retail vehicles in a roadworthy and presentable condition
* To deputise for the Warehouse Manager in cases of holidays, absences, etc.
* To deputise for Delivery Drivers in cases of holidays, absences, etc.
* To follow the Van policy to ensure safe and careful driving.
* To complete timely and schedule deliveries in cases of deputising for the driver in a consistent and professional manner.
* To take ownership of good housekeeping for all areas of responsibility.
* To accept responsibility and carry out any other task commensurate to the role.

**Person specification:**

**Skills, knowledge & experience**

* Charity retail or logistics
* Experience operating as part of a small team
* Experience of guide and coaching teams of volunteers, ideally in a charity retail organisation.
* Knowledge of basic Microsoft systems, and ability to learn existing systems.
* Experience in warehouse management with an understanding of retail management and expectations.
* Ability to problem solve processes and systems

## Qualifications

* Full drivers’ licence
* GCSE C or equivalent in Mathematics and English

## Personal attributes

* The ability to work under pressure whilst remaining calm and organised
* To be receptive to change and to act as a change agent
* The ability to maintain excellent rapport with staff, volunteers, supporters, and donors
* To demonstrate a calm and logical approach to problem solving
* To consistently demonstrate a dedicated approach to the quality of customer service and team working.
* Comfortable working in a small team both strategically and operationally
* Commitment to teamwork – with a ‘can do’ attitude and a sense of humour.
* Strategic thinker combined with excellent attention to detail and intellectual rigour.
* Able to provide positive, dynamic, tenacious, and flexible leadership at all times.
* Results-driven, able to measure and quantify own outcomes.
* Adaptable to changing landscape and evolving organisation.
* Willing and able to operate at pace in an organisation going through rapid change, using your initiative, and delivering to tight deadlines
* Excellent verbal and written communication skills, able to translate and report on financial and other issues clearly to a range of audiences.
* Highly organised with ability to plan effectively and allocate resources appropriately.

# Flexibility

### The role description is a general outline of duties and responsibilities and may be amended as the newly merged charity develops and the role grows. The post holder may be required to undertake other duties as may be reasonably required from time to time.

**Application process**

Please forward a CV and supporting statement, outlining your skills and experience relevant to the role and motivations for applying for the role (two pages maximum), with the subject ‘Application for Assistant Donations Hub Manager’ to recruitment@fightforsight.org.uk

When writing job applications, we want to see if candidates are the right fit for our charity, so they should be written using your own words. Use of Artificial Intelligence, such as Chat GPT, is considered plagiarism, and applications drafted with the assistance of AI will be automatically rejected.

**Accessibility**

Please let us know if you have any accessibility requirements. If you are unfamiliar with MS Teams and would like to do a tech run-through before the interview, we can also coordinate that.

**Equal opportunities, diversity & inclusion**

Don’t meet every single requirement? At Fight for Sight and Vision Foundation we are dedicated to building a diverse and inclusive workforce, so if you’re excited about this role but your past experience doesn’t align perfectly with every item in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles that we have.

We have an inclusive and accessible recruitment process, including any adjustments required to support people from diverse community groups.

**EDI Monitoring Form:** Fight for Sight is an equal opportunities employer and particularly welcomes applications from people with sight loss. We treat everyone fairly and equitably across the organisation, including providing any additional support and adjustments needed for everyone to thrive. We would appreciate it if you could fill in this Equality and Diversity Monitoring form when applying for our roles. These answers are anonymous and will not affect your application: <https://www.surveymonkey.co.uk/r/VFEqualityDiversity>