

The Myton Hospices

Job Description

Job Title: Stock Controller
Department: Retail
Responsible to: Warehouse Manager

Primary Work Base: Warehouse

NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.

To ensure stock is sorted to a high standard to send out to our shops enabling them to achieve their sales targets and generate income for the Myton Hospices.

Myton Core Values

Our *Core Values* underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

Key Responsibilities:

1. To help, encourage and train a team of volunteers in all aspects of stock sorting and processing.
2. To ensure a high standard of customer service when dealing with members of the public.
3. Household duties; to maintain all working areas are kept tidy.

Shop Appearance/Stockroom:

1. To maintain a high standard of display, working with the Warehouse Manager and Retail Support Manager.
2. To departmentalise stock.

3. To work together to keep stockroom and kitchen area clean, tidy and well organised.

Stock:

1. To ensure stock is packed up in a safe manner to be distributed out to the shops.
2. To encourage the public to donate saleable goods under the Gift Aid Scheme
3. To ensure donations are stored in the correct locations within the Warehouse.
4. All stock to be thoroughly sorted and items to be disposed of in the correct manner.
5. Regular spot checking of volunteers sorting to ensure only good quality, saleable items are reaching our shops.
6. Moving stock around the different shops to ensure we are getting the best price for donated items.
7. List donated items on eBay if suitable

Staff:

1. To interview, recruit, induct and train volunteers to ensure the shop is efficient and effective.
2. Prepare rotas on a weekly/monthly basis and ensure adequate cover at all times.
3. Responsibility for customer service skills, ensuring a courteous and efficient service.
4. Undertake relevant training with the volunteers, i.e. health and safety, equipment, COSHH etc.
5. Ensure that the Warehouse represents the Myton Hospice in a professional manner at all times. In keeping with Myton's policies, procedures and Values.
6. Regular coaching of our volunteers to ensure only good quality stock is sent out to the shops.

Administration:

1. To undertake the relevant administrative processes and procedures both on paper and using the IT system.
2. To comply with all procedures relating to Myton Hospices Retail manual, policies and procedures

Security:

1. To ensure that all sales are recorded correctly through the till, all monies are secure and that the till procedure is adhered to.
2. To keep valuable donations in a safe place
3. To hold the keys of the Warehouse and ensure that the premises are secure.
4. Advise volunteers of their responsibility for any personal possessions.

General:

1. Awareness of procedures for Accident/Incident reporting, First Aid Box and Fire Extinguishers and emergency situations.
2. To ensure the Fire Exit is clear at all times and comply with all regulations according to the Myton Hospices Health and Safety Policy.
3. To inform the Myton Hospices of any defects or maintenance requirements and any hazards to customers and staff, within or immediately outside the shop premises.

4. To have appropriate knowledge of the Myton Hospice to respond to staff and customer queries.
5. To attend Myton Hospices meetings as required.
6. To attend all mandatory training, e.g. fire training, handling and moving etc.
7. To participate in the annual appraisal programme and attend any training identified.
8. Any other duties commensurate with the post.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and colleagues. The post holder is required to conform with Myton's policies on Health and Safety and Fire Prevention, and to attend related training as required.

Safeguarding Vulnerable Adults and Children

It is the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post.

This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____