

Volunteer Distribution Centre Stock Processor

- Supervised by:** Distribution Centre Stock Sorting Supervisor
- Managed by:** Distribution Centre Manager
- Volunteering Sessions:** 4 hrs p.w. or more, between 8.00am – 4.00pm, Mon – Sat
- Departments:** There are 6 Departments within the Centre:
1) **Textiles** 2) **Bric-a-Brac** 3) **Jewellery**
4) **Books & Media** 5) **Electricals** 6) **General Duties.**
Turn overleaf for the specific skills you will ideally need per area.

Core Stock Processor Role Responsibilities:

- Sort donated goods, supplementing & developing your own knowledge of current fashion trends & brands with that of the existing experienced Stock Sorting Team.
- Organise stock in a timely and logical manner, ensuring care is taken to minimise damages.
- With training, identifies items that may be suitable for alternative recycling revenue streams.
- Team player - friendly, welcoming and helpful, with good sense of humour and flexible approach. Good communicator.
- Trustworthy, maintains confidentiality & exhibits high integrity at all times.
- Maintain a clean, tidy & safe working environment
- Physically mobile – is able to stand for long periods of time, lift and move stock with ease
- Once inducted and trained, willingness to maximise Gift Aid opportunities to increase Prospect's overall income generation.
- Comply with manual handling and Health & Safety requirements to ensure own safety, and that of colleagues / public at all times.
- Undertake all required initial mandatory training within 14 days of Taster Session, and ongoing as required.
- Attend meetings and contributes ideas to the ongoing development of the Centre.
- Acts as an ambassador for Prospect Hospice, promoting its services, values and philosophies.
- Inform Manager / Supervisor of absences, preferably giving at least 24hrs notice.

Training will be provided for all relevant aspects of this role. In addition, Volunteers are required to attend a Core Induction Day at the main Prospect Hospice building. Out of pocket expenses (e.g. mileage) can be paid & claimed as relevant.

Health & Safety at Work Act: It is the responsibility of all volunteers to ensure that the requirements of the Health & Safety at Work Act are complied with; safe working practices are adhered to and that hazards are observed and reported to the appropriate member of staff.

As well as the Role Responsibilities listed above, the desired Skills, Competencies, Experience and Personal Attributes per Department within the Distribution Centre are:

Department	Skills, Competencies & Experience	Personal attributes
1. All roles, including Textiles / Clothes	<ul style="list-style-type: none"> Awareness of current trends & an eye for what will sell well Creativity / flair Recognise vintage treasures Identify less saleable items that can still generate income via alternative recycling revenue streams A background in retail and/or warehouses would be a bonus! Assist with leaflet distribution for volunteer recruitment, if required 	<ul style="list-style-type: none"> Reasonable level of fitness; able to stand, lift & move items with ease Clean & tidy appearance Reliable Enthusiastic & cheerful Self-assured Adaptable Quick worker Displays high integrity Able to volunteer for 4hrs+ per week
2. Bric-a-Brac	<ul style="list-style-type: none"> Knowledge of current trends & brands in toys, china/ glassware, pictures, household & kitchen items, sports items, small electrical items. 	<ul style="list-style-type: none"> Able to sort through delicate or fragile items with care Attention to detail
3. Jewellery	<ul style="list-style-type: none"> Knowledge of current jewellery trends & brands – able to spot a real ‘find’! Able to differentiate between precious metals & costume jewellery Interest in repairing jewellery / clocks/ watches Good at untangling and sorting necklaces 	<ul style="list-style-type: none"> Able to sort through delicate or fragile items with care Attention to detail Systematic Patience!
4. Books & Media	<ul style="list-style-type: none"> Good knowledge of fiction trends/ authors Able to identify rare and unusual non-fiction books to be sold in specialist Prospect shops Simple IT skills (Internet, emails, using bar code scanning ‘gun’ to try to sell books online) Good knowledge of unusual or popular DVDs, CDs or Vinyl that are likely to sell well 	<ul style="list-style-type: none"> Able to stand, lift and move items with ease Interest in the arts & media; good knowledge of popular authors, directors, actors or upcoming film linkages
5. Electricals	<ul style="list-style-type: none"> Electrical / engineering background or interest. Previous PAT Tester training experience a bonus (City & Guilds 2377 qualified) –full training will be given for relevant candidates Compliant with all required Regulations Ensures item functions and is clean / saleable Identifies broken items for recycling 	<ul style="list-style-type: none"> Puts safety first in order to protect self & others. Flexible - may need to visit Prospect shops occasionally to conduct PAT Test Attention to detail Methodical & logical Professional approach

<p>6.</p> <p>General Duties</p>	<ul style="list-style-type: none"> • Knowledge of Health & Safety at Work regulations and requirements • Able to regularly move donated stock inside & between two Buildings • Act with initiative – identify volunteers who may occasionally need help moving stock • Keep Buildings & yards clean & tidy • Greet & direct recycling lorries 	<ul style="list-style-type: none"> • Puts safety first in order to protect self & others. • Personable • Likes to help others
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Please come and use your relevant skills & experience to help us!

(This role profile will be reviewed periodically and may be amended according to the changing requirements of the Retail function).