Job: **Store Logistics Co-ordinator**

Salary: **£16,633.50 - £17,633.50 plus an out of hours shift allowance**

Job level: **Experienced Professional/Technical Specialist**

Reports to: **Regional Operations Manager**

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

The Store Logistics Co-ordinator is an essential link between the store and the community it serves. This role is key to ensuring that the Shaw Trust Retail shop is adequately stocked. The job holder must be professional and diligent as they will engage with customers, corporate partners, donors and householders as well as our staff and volunteer teams. Through the relationships they forge they can assist in the development of the profitability of the shops they serve.

Are you right for the job?

- *Do you have experience of delivery driving?*
- *Are you professional in your work and have excellent customer service skills?*
- *Do you have an excellent time management skills?*
- *Do you work well in alone and stay focused under pressure?*

Person Specification

Job Title: Store Logistics Coordinator

(E = Essential D = Desirable)

Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all clients internal and external **(E)**

Technical competency (qualifications and training)

- Have had a full UK / EU / EEA driving licence for at least 12 months with no more than 3 penalty points **(E)**

Experience, Knowledge and Skills

- Well-mannered polite and courteous **(E)**
- Strong communication skills **(E)**
- Ability to lift bulky and heavy items and follow health and safety procedures **(E)**
- Self-motivated **(E)**
- Ability to route plan and manage time effectively **(E)**
- Previous experience of driving a van or large vehicle **(E)**
- Numeracy and literacy skills **(E)**
- IT literate including SMART technology such as tablets **(E)**
- Ability to use initiative and have a common sense approach **(E)**
- Previous experience of driving a van or large vehicle **(D)**
- Previous company vehicle maintenance experience **(D)**
- Knowledge of local road networks **(D)**
- Previous customer service experience **(D)**
- Previous experience of shift work **(D)**
- Experience of working with volunteers **(D)**

Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a Criminal Records Bureau disclosure at a Basic level. **(E)**

Main Duties and Responsibilities

1. To carry out delivery and collection duties from customers/donors houses within a set geographic area

2. To work with shop based teams to ensure suitable route planning to maximise efficiency

3. To pick up donations from supporters such as corporate organisations or individuals ensuring you offer excellent customer service at all times

4. To transfer donated and new goods between shops as required and ensure appropriate documentation is completed

5. To deliver to or pick up from the regions distributio n hub when required

6. To post and collect donation sacks when required and use a reporting suite to track performance.

7. To maintain all documentation to a high standard and ensure that reporting is completed as required

8. To be professional, polite and courteous to the public and shop staff at all times and represent the charity in an appropriate manner

9. To drive safely and responsibly according to relevant UK legislation

10. To ensure that the vehicle is maintained and serviced in accordance with the manufacturer's instructions.

11. To report any accidents on the same day of occurrence to line manager

12. To always work in a manner that is safe for yourself and others.

13. To carry out any other duties as instructed by line manager.

14. The role will involve a 7 day working week which may require the post holder to work weekends and or evenings for which alternative time off will be given.

15. This role may require the post holder to work additional hours

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to

co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust 's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.

8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

9. Recycle and manage energy within your environment.