



Sheffield's Hospice

JOB DESCRIPTION

Post Title: Donation Centre Team Leader

Responsible To: Donation Centre Manager

Accountable To: Head of Property, Purchasing and Logistics

Overall Purpose of the Role

- To receive, organise and sort donated goods separating poor quality rags from saleable items, within the Donation Centre.
- To provide an efficient and effective customer service to all our donors who wish to donate at the Donation Centre.
- Provide support, training and supervision to volunteers, trainees and work placements
- Capture gift aid information at all stages of the process
- To include picking orders, including new goods and consumables to the retail chain from shop requests.
- Following the goods in process for consumables and new goods orders
- To ensure appropriate standards of security and health and safety are met and maintained at all times.

Please note – as with all roles, it is likely that there will be a need to amend and adapt the purpose, responsibilities and reporting associated with this role as the organisation changes in the future. The job description is therefore a living document and will be reviewed from time-to-time, in discussion with the post-holder.

Key Responsibilities

1. Donation Centre Support

- 1.1 To aid with the training and supervision of volunteers and delivery of training materials
- 1.2 To sort and unpack deliveries and donations in accordance with St Luke's guidelines.
- 1.3 To ticket garments and label items.

- 1.4 To move donations into storage.
- 1.5 To pack goods for distribution to our shops across Sheffield.
- 1.6 To look out for collectable or vintage items for our eBay and Vintage teams.
- 1.7 To keep the Donation Centre clean and tidy and ensure that goods are displayed in an attractive, presentable and safe manner.
- 1.8 To ensure compliance with Fire and Health & Safety Regulations.
- 1.9 The role will require manual work, which includes moving stock in line with manual handling guidelines.
- 1.10 Facilitate the donation of items from our donors while providing efficient and effective customer service

2. General

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Attend mandatory training annually and complete all e-learning modules.
- Respect confidentiality applying to all St Luke's areas.
- Work within St Luke's policies and procedures.
- Comply with St Luke's no smoking policy.
- Participate in and contribute to team meetings.
- Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of St Luke's.

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date agreed: March 2021