

Logistics Manager

Role Description

Key Responsibilities

Reporting to the Operations Manager the Logistics Manager's role is to manage all warehouse operations, deliveries and collections, maximising customer and donator satisfaction and optimising efficiency. The Logistics Manager is responsible for providing guidance and support for all warehouse staff on a day to day basis and for maintaining a work environment which is both enjoyable and safe and where all staff feel supported, properly equipped and highly valued.

Core Duties

- Managing and motivating staff
- Dealing with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews and resolving any issues
- Working with the Charity Centre Manager to ensure the shop is appropriately stocked at the beginning of each day
- Ensuring that sold items are delivered and donated items collected in a timely fashion and that all customers and donators are dealt with courteously and efficiently
- Arranging for all donated goods to be sorted and safely stored in the warehouse
- Ensuring any electrical goods being offered for sale are appropriately tested
- Ensuring that any goods delivered to the shop are in a suitable condition for sale
- Maximising the reuse or recycling of any products not suitable for sale
- Ensuring proper disposal of any goods that are otherwise unusable
- Being familiar and complying with all relevant Horsham Matters Ltd.'s policies and ensuring that all staff do likewise
- Acting as part of the Horsham Matters Trading Operational Management Team
- Fostering a sense of partnership across the entire organisation

Additional Duties

- Ensuring that all staff positions are filled for each available shift
- Ensuring that security procedures are understood and implemented by all staff
- Maintaining Health & Safety records and ensuring that health and safety procedures are understood and implemented by all staff
- First Aid?
- Acting as the main key holder for all buildings – not just Blatchford Road?
- Carrying out regular safety checks and basic maintenance on vehicles and ensuring that they are kept clean
- Maintaining the warehouse environment in a clean, tidy fashion
- Ensuring all fire exits and escape routes are kept free from obstruction and undertaking required fire drills
- Being vigilant to help minimise stock loss
- Being responsible for the authorisation and administration of petty cash

Person Specification

Experience

- Managing staff and volunteers
- Administration
- Warehouse operations – delivery scheduling, stock handling etc.
- Health and Safety management
- Building maintenance management
- Vehicle management
- Dealing with the public in a service environment

Skills

- Interacting in a friendly and effective manner with colleagues and customers
- Working under own initiative, but acting as a team player
- Planning and organising, thinking ahead
- Creating a welcoming environment for staff, volunteers and customers
- Communicating effectively

Knowledge

- Knowledge of the charity sector
- Knowledge of best practice in managing volunteers
- Knowledge of Health and Safety legislation including manual handling, driving at work and fire safety
- Capable of using Microsoft Outlook, Word and Excel

Personal

- Able to support the aims and objectives of Horsham Matters
- Empathy with those who are struggling
- Enjoy working with other people and support diversity and equality of opportunity
- Enthusiasm and willingness to be flexible in achieving targets and outcomes
- A genuine interest in the voluntary sector
- Able to work under pressure and to tight deadlines
- A willingness to persevere in difficult situations