

Pendleside
Hospice

Care
Compassion
Support



Donation and Distribution Centre Coordinator



Employer of the Year - 2022

Pendleside Hospice, Recruitment Pack, Donation & Distribution Centre Coordinator,
March 2021

DONATION AND DISTRIBUTION CENTRE COORDINATOR

25 hours per week – £15,194

To work flexibly over 5 days

Thank you for your interest in the post of Donation & Distribution Centre Coordinator at Pendleside Hospice, working as part of our retail team. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community.

It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. In the last financial year, it cost over £5.5 million to run Pendleside Hospice of which over £4.3 million was raised through voluntary donations.

We have an exciting opportunity for a Donation and Distribution Centre Coordinator to join us working as part of our Retail Team. This is a 25 hours per week position, worked between Monday and Saturday.

The successful candidate will have the opportunity to build and develop our existing donation centre. You will be pretty much in charge of your own destiny with support from our existing team.

You will coordinate the running of our Donation and Distribution Centre on our site at Reedley. You will manage the dropping off of donated goods from both public and corporate donors, sorting and storing stock and arranging for items to be distributed to our shops. Working with volunteers, you will also coordinate the collection of stock from the shops and the removal and disposal of waste.

Flexibility will be essential, as will the ability to apply your skills with positivity and enthusiasm. You will have the communication and interpersonal skills that enable you to thrive in a friendly working environment together with excellent organisational and time management skills.

The role will include travel throughout Burnley and Pendle; hence a valid driving licence and use of own car is essential. Travel expenses will be reimbursed.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose a long term career with us.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it may also be a big step for you, so if you wish to know more you can email david.austin@pendleside.org.uk or phone 01282 440176.

Thank you for your interest in Pendleside Hospice.

David Austin
Retail Team Leader

ABOUT US

OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care

- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

OUR VALUES:

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**

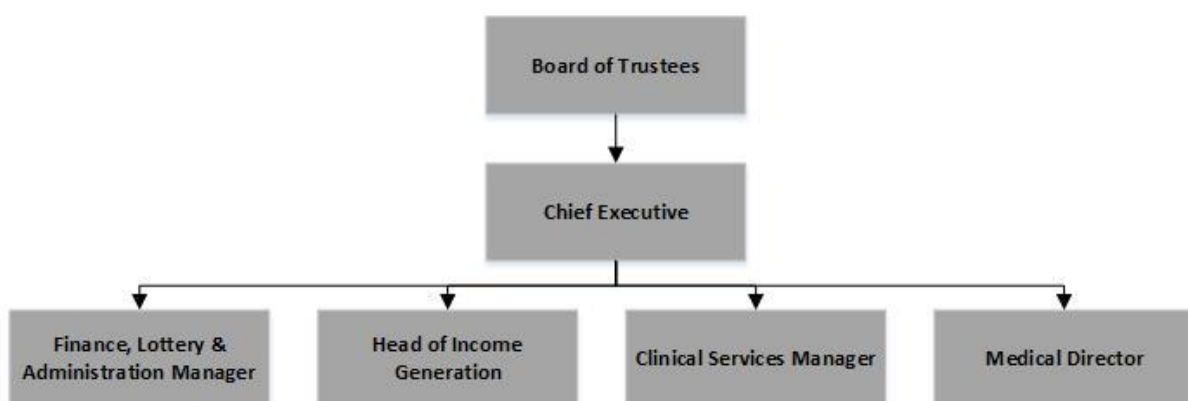
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 140 employees across the organisation which equates to approximately 100 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

OUR SERVICES:

Pendleside cares for over 1500 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing and Rehabilitation Services
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

JOB DESCRIPTION

JOB TITLE: Donation & Distribution Centre Coordinator

REPORTS TO: Retail Team Leader

REPORTED TO BY: Volunteer Assistants

MAIN RESPONSIBILITIES:

- To be responsible for the day to day management of the donation & distribution centre including the collection and delivery of stock.
- Work in collaboration with the shop coordinators, to ensure that the shops have sufficient and appropriate stock to maximise sales.
- Liaise with others within the retail team to identify stock requirements for shops, online, promotions, sales and seasonal changes.
- Book in and accept donations directly from the public, signing up donors to Gift Aid wherever possible and ensuring we receive good quality stock as much as possible.
- Maintain a safe and orderly storage system to make stock easily accessible and minimise risk of injury.
- To recruit, interview, train and manage effectively all donation & distribution centre volunteers.
- To be a key member of the hospice retail team.

CORE TASKS

Key Performance Areas

- Day to day supervision, leadership and support of the donation & distribution centre
- Deal with all enquiries professionally and within a timely manner
- Recruit and retain numbers of volunteers to ensure the distribution centre can operate safely and effectively
- Train, develop and motivate volunteers in accordance with Retail Policies and regulatory requirement
- Provide efficient service of supply of products to Hospice shops to maximise sales.
- Ensure that there are effective systems in place for dealing with donations dropped off by the public.
- In conjunction with the furniture shop managers, develop and manage efficient systems regarding delivery and collection of donated goods and furniture.
- Implement and manage effective processes for dealing with recycling.
- Ensure that any unwanted goods are disposed of via licensed recycling organisations.
- Supervise the volunteers who work in the donation & distribution centre to meet the needs of the business including a 6 day availability.

- Maintain all appropriate records and ensure all systems and procedures are adhered to.
- Provide guidance, support and supervision of volunteers to ensure they are fully engaged with Retail objectives, vision, and values. This will include understanding the skills of our volunteers to utilise them for the benefit of the hospice, spending time to develop volunteers and also looking for opportunities to acknowledge and celebrate great performance.
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance.
- To provide relief management to shops if required
- Prioritise and management own workload with minimal supervision.
- To attend meetings and training courses as required
- Any other duties as requested by line management

Income Generation

- Support the online and furniture shops to deliver the annual income targets as set out in the annual Retail budget
- Maximise sales through every opportunity and manage controllable costs to ensure optimum net contribution
- Actively share and participate in the relocation of goods/stock to where the best income is likely to be achieved
- Work with recycling initiatives to increase income and decrease refuse costs
- Ensure accurate financial records are maintained liaising closely with the Finance and Business Manager to reconcile banking
- Assist with the roll out and development of Gift Aid

Governance and Risk Management

- To work with ensure retail legal standards and best practice guidance are implemented effectively
- Ensure that Hospice policies, procedures and standards are adhered to at all times.
- Ensure effective Health and Safety management including undertaking regular Health and Safety inspections and completion of risk assessments.
- Work closely with the Hospice maintenance team to ensure that the distribution centre is maintained to a safe, secure and high standard
- Support the Head of Income Generation with review of audits and retail performance
- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure the security of information accessed in the course of your duties ensuring compliance with the GDPR (General Data Protection Regulations) and information governance training.

Leadership

- Through one's own behaviour and leadership, promote positive relationships, collaboration and effective teamwork across the Hospice.
- Hold all staff in positive regard and foster a culture of respect and consideration between all members of Pendleside Hospice team
- Build effective working relationships with colleagues and volunteers

- Ensure continuous self-development, ensuring that you have the required skills and competence to undertake the job role
- Actively participate in regular departmental and team meetings contributing to plans for income generation
- Support the Online Marketplace Team Leader in the recruitment and induction of new staff in accordance with HR legislation and Hospice policies and procedures
- To actively participate in regular departmental and team meetings contributing to plans for retail development and income generation
- To work cross functionally to ensure that income generation activities are managed and developed in a way that maximises income generation
- To act as an ambassador for the Hospice promoting the excellent work across all departments and demonstrating an involvement in fundraising

Personal Development

- Maintain personal competency by regularly updating skills and completing mandatory training as required.

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

JOB SPECIFICATION

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> • Excellent demonstrable organisational skills • Experience of working with the public or within a customer care environment • Planning rosters and assigning tasks 	<ul style="list-style-type: none"> • Experience using a gift aid system • Experience working with volunteers • Experience working in retail / charity retail 	<ul style="list-style-type: none"> • Application form • Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • Good basic education to 'O' level/GCSE/GCE standard 	<ul style="list-style-type: none"> • Ability to write, understand and implement procedures 	<ul style="list-style-type: none"> • Application form • Certificates • Interview
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> • An understanding of stock control and targets • Understanding of the importance of communication within a team • Well-developed organisational skills/workload/priorities • Ability to embrace and implement change • Excellent oral and written communication • Ability to work unsupervised • IT literate – experience of Microsoft, internet and email • An understanding of security requirements and the principles of Information Governance and confidentiality 	<ul style="list-style-type: none"> • Experience of working with an EPOS till system 	<ul style="list-style-type: none"> • Application form • Interview
Disposition / attitude / adjustment	<ul style="list-style-type: none"> • A driven individual who is excited by new challenges • Ability to work flexibly according to the needs of the service • Ability to motivate staff and volunteers • Commitment to “customer service” • Ability to work independently and as a member of the team • A leader by example, able to build respect 		<ul style="list-style-type: none"> • Application form • Interview

	<ul style="list-style-type: none"> • Self-motivated • Diplomacy and delegation skills • Friendly and approachable 		
Health & Physical	<ul style="list-style-type: none"> • Good attendance record • Able to lift and carry equipment and stock 		<ul style="list-style-type: none"> • Application form • Interview • References • Recruitment medical
Circumstances	<ul style="list-style-type: none"> • Willingness to work flexibly over 5 days including Saturdays • Valid driving licence and use of own vehicle • Prepared to undertake any further training relevant to the job role 		<ul style="list-style-type: none"> • Application form • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to, promote and implement equal opportunities • Ability to deal with a diverse range of people both internal and external to the organisation • A commitment to anti-discriminatory practice 		<ul style="list-style-type: none"> • Application form • Interview

MAIN BENEFITS, TERMS AND CONDITIONS

Annual Leave: The annual leave entitlement for a 25 hour a week post is 175 hours.

Childcare Voucher Scheme: Pendleside Hospice offers a childcare voucher scheme

Healthcare Scheme: All staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Notice Period: 1 month

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

Sick Pay: If the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

HOW TO APPLY

If you are interested in this position, either complete the application form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

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