

# Role Description



demelza

**JOB TITLE:** Stock Processor

**REPORTS TO:** Stock & Distribution Manager

**RESPONSIBLE FOR:** Volunteers

## **PURPOSE OF ROLE:**

To undertake stock processing to meet the stock requirements for our retail outlets and e-commerce department. Accurately identifying brands and fashion, recognising quality control and saleable condition consistently. To sort bric a brac, media and books in preparation for the distribution process. To support the Retail Gift Aid sign up process for donors, efficiently processing and attributing Gift Aid to the correct individual. To grade and safely manage stock for recycling arrangements.

## **KEY RESPONSIBILITIES:**

### **Sorting and Stock Control**

- To sort through 5 cages or 100 bin sized sacks / boxes of donations daily, into the appropriate grading container.
- To bag, box and safely pack donated and new stock items ready for distribution to the Demelza network of shops.
- To identify a wide range of brands, labels, fashions and collectable items. Separating and processing stock ready for the appropriate location and season.
- Process enough stock to supply in house DC shop and support the day to day operation.
- To prioritise Gift Aid processing and Gift Aid sign ups for the network of shops.
- To identify the quality and condition of stock and decide on recycling options.
- Keep a count of out of season stock along with record keeping.
- To identify antique, vintage and retro items for distribution and sale.
- Managing time and working to deadlines to ensure retail outlets and e-commerce departments receive the stock they need daily and weekly.
- To support the future training and supervision of volunteers and some staff colleagues.
- Working as a team and closely with Area Retail Managers/Shop Managers and in house DC shop regarding shop stock requirements.
- Using the database and EPOS systems to process customer details and gift aid data, following Data Protection guidelines.
- To occasionally assist with in house DC shop operations i.e. till, customer service, merchandising, Gift Aid sign ups etc.
- To effectively communicate verbally and in writing with work related matters, solutions and ideas.



## **Volunteer Responsibilities**

- To lead and support a team of volunteers assisting with the sorting operation and gift aid processes.
- To provide training and guidance for volunteers on the sorting process, including brand awareness and quality requirements.
- To assist with recruiting new volunteers and support training induction, wellbeing and development.
- To attend and support events where required.

## **Other Responsibilities**

- To maintain administration systems and duties as requested by the Stock and Distribution Manager.
- Ensure Health and Safety procedures are adhered to and that all staff and volunteers are aware of all relevant procedures. Not limited to but including safe moving and handling, COSHH, fire safety, sharps, spillages and working at heights regulations.
- Provide precise and detailed information as required, on the sorting and distribution operation to allow accurate monitoring and forward planning.
- To ensure that all personal data is handled in accordance with the Data Protection Act.
- To complete internal and external training as provided.
- Support the driving operations on occasion.

## **OUR VALUES & BEHAVIOURS**

Employees are required to demonstrate and actively align to our organisational values and behaviours at all time.

### **Fiercely committed to quality**

The families and children we help, and our supporters, deserve nothing but excellence. Each one of use has a vital role to play in providing unique care and support and we always strive to deliver a brilliant service.

By working and improving together, we can give even more families a chance to enjoy time as a family, for as long as they have.

### **Passion, performance and pride**

We admit it. We love what we do. We feel privileged to support the families who trust us to care for those they love. And we couldn't be prouder to be part of #TeamDemelza, it's the most rewarding job in the world.

We believe in passion, performance and pride – it's how we get the best from each other and deliver exceptional care and support.

### **Human is our nature**

Because we see the person and not the condition, we give each baby, child and family member a service that fits them as an individual. We're all human, and through empathy and understanding, we can provide essential care as unique as the person its designed for. Our different roles, skills and experiences make us stronger. We value and respect everyone who is part of our story, from the families we help, to the supporters and volunteers who keep us going, to each member of staff.



## **Always honest, always authentic**

We are clear, open and honest with everyone, because we value everyone.

It's good to challenge each other, as long as it's constructive – we always look for a positive solution that moves us all forward. We exist to give the best care and support to children and their families and that matters more than anything else.

## **Innovate, develop and improve**

Each member of #TeamDemelza is driven to do better.

Through evidence, insight and experience, we're constantly developing and improving to give children and families better care and support. Standing still doesn't get us anywhere. We always look for ways to transform change into opportunity and growth.

Full Values and Behaviours documents can be located on the Demelza Intranet.

## **PERSON SPECIFICATION**

### **Essential**

- Demonstrate close alignment to all Demelza values.
- Retail experience over a multi-site operation
- Demonstrable ability to identify;
  - quality fashion garments and accessories and saleable High Street and high-end labels
  - collectable, vintage, retro and antique items
  - designer brands
  - precious stones and jewellery/metals
- Good and demonstrable verbal and written communication skills
- Ability to undertake moderate to heavy moving and handling duties with inconsistent loads, in line with best practice guidelines and supplied training methods.
- Results focused, showing the ability to work under tight deadlines and re-prioritise a changing workload.
- Able to be involved with proactively working as part of a team.
- Positive approach to sorting high volumes of stock.
- Evidenced team working experience.
- Good customer service skills
- Ability to process high volumes of stock on a daily and hourly basis achieving daily targets and KPI's
- An interest in High Street fashion and accessories
- Access to transport for work related purposes
- Good IT skills, not limited to but including use of Microsoft Outlook, Teams, Word and Excel
- Experience of using an EPOS tillage system
- Analytical and numerate, to support stock take and recycling totals and data.
- Solution focussed and innovative presenting solutions and new ideas.
- Ability to work under pressure and remain calm.

## **Desirable**

- Previous charity shop experience
- Previous fundraising experience
- Previous experience of Gift Aid processing
- Previous experience of role involving moving and handling
- Previous working retail experience in a customer facing role
- Van driving experience

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

All employees will demonstrate commitment to and actively promote Demelza's commitment to value and respect diversity and inclusion in all aspects of their duties and working relationships.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts to attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on-site and off-site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

**ISSUE DATE: July 2023**

**REVIEW DATE: July 2025**

**VERSION: 1**