Naomi House & Jacksplace
hospices for children and young adults

Job Description: Warehouse Assistant

Reports to: Warehouse and Stock Processing Manager

Job Summary

To be the first point of contact for the receiving and processing of donated items to the warehouse and for the picking of orders received from the Naomi House charity shops; assisting with the organisation of the warehouse volunteers.

Key Responsibilities

- To meet and greet all visitors to the warehouse and offer assistance in unloading of donated items where appropriate.
- To promote and comply with our Gift Aid process and to fill out the necessary paperwork for donors wishing to Gift Aid their items.
- To sort donated goods according to our criteria ensuring that our quality standards are maintained
- To prepare orders ready for delivery to the shops.
- To collate and oversee accurate rag collections and to be familiar with the procedures for the safe disposal of unacceptable items through the different recycling channels.
- To ensure adherence to all Health and Safety practices covering Manual Handling, the safe storage of donated items, fire and emergency evacuation procedures, and the need to keep gangways and exits clear at all times.
- To assist in maintaining the tidiness and cleanliness of the stock storage and preparation areas.
- To help organise volunteer helpers, ensure best practices are being followed at all times and oversee and maintain quality of operation.
- To answer the phone, take bookings for collections and answer general queries.
- When necessary, to act as drivers mate in the collection and delivery of items.
- To maintain good working relationships with relevant contacts and to build further working relationships with potential donors and supporters, presenting a positive and professional image of the charity at all times.

This job description does not attempt to describe all the tasks and responsibilities of the post, but rather illustrates with examples the main role of the post-holder. It is therefore subject to alteration and development and will be reviewed jointly with the post-holder and the Retail Manager.