

Job Description

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| Job Title: | Stock Collector | Department: | Retail |
| Reports to: | Area Manager/ E-coms & Stocks Manager | Salary: | £17,012 per annum |
| Accountable to: | Area Manager/ E-coms & Stocks Manager. | Hours: | 37.5 hours Monday to Sunday, including evenings and weekends, as required between 8am and 8pm. |
| Responsible for: | | Location: | Various |

Main Purpose of Job

- To increase the profitability of the shops in a designated area through generation, collection, distribution and transfer of stock.
- To improve quality and quantity of donated stock and furniture through proactive stock generation.
- To maximise GA sign ups and contribution
- House collections- efficient assessment, costings and excellent customer service.
- To PAT Test electrical items at shops and in the warehouse as instructed.
- To support at events for retail and fundraising as required.
- To support with e-coms and eBay operations as required including stock movement, research, listing, packaging and post as requested.

Main Responsibilities and Tasks

Day to Day

- Daily loading of the Compton Care delivery van with donated goods from the main retail shops, including bags of clothes, boxes of bric-a-brac, items of furniture and cash donations, other.
- Daily email checks to ensure up to date with key communications.
- Carry out all admin procedures in accordance with Compton's guidelines.
- Daily/weekly review and planning of delivery schedule ensuring this is productive and cost effective. In conjunction with line manager.
- Achieve pre-agreed productivity targets and KPI as agreed with line manager.
- Ensure the security of the vehicle, equipment and all goods always.
- Carry out all tasks in accordance with H&S procedures and follow safe lifting and loading practices.
- Van trackers- Ensure feedback is actioned and any queries answered in prompt a professional manner
- Transporting goods to other shop locations and unloading them.
- Collecting and delivering furniture/donated items from donors homes and businesses
- Collection/delivery of new goods from any location, as instructed.
- Transferring goods between shop locations, as and when required.
- Collection of stationery from head office and delivering it to the shop locations.
- Carrying out minor repairs/alterations, painting/decorating, etc., within the shops as and when necessary, including replacing light bulbs, moving rails, etc.
- E-coms and warehouse work as required. Including stock processing, research, listings, packaging and post as required to support this operation.

Customer Service

Compton Care, The Mill House, 5 Bridgnorth Road, Wolverhampton, WV6 8AA

t: 0300 323 0250 e: recruitment@comptoncare.org.uk w: www.comptoncare.org.uk

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- Code of Conduct- Work within the Compton framework of values and behaviours and represent Compton in the best way each day.
- Complaints- Deal with direct feedback internally and externally in a professional and appropriate manner in line with Compton's framework of values and behaviours.
- Comply with all driving legislation and follow the highway code.
- Promote the reputation/ profile of the charity and its shops
- Build and maintain a positive working relationship with all internal and external contacts

Stock Generation

- Stock sourcing- Take a proactive approach to stock sourcing and generation to support income growth.
- House clearance- Take a proactive approach to maximising these opportunities
- Corporate collections & events- With the support of line manager have a target list of business to approach for stock. Ensuring a positive supporter experience when engaged in events.

IT

- Check emails daily
- Delivery schedule- complete weekly with daily amends as required ensure line manager and shops updated by phone and email as required.
- Blue stream- use as required to ensure training updated as required.
- Ecoms- support stock generation and research for ecoms platform across all hubs and warehouse.

Other

- Volunteer recruitment - Recruit stock/ van volunteers to support on van routes and events as required
- Attend Area Meetings/ Conferences as required by management.
- Attend any training courses as required.
- You will be required to assist with the delivery of equipment, setting up of events and supporting other Compton fundraising events.
- You will be required to assist with the display of furniture in the furniture shops under the guidance of the relevant shop manager.
- You will assist within the warehouse as and when required
- Trained to carry out PAT testing at shops and warehouse
- To carry out all reasonable requests and instructions.

Other

Governance and Risk

- Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.
- Promote and facilitate the development of clinical audit and the management of clinical risk including patients' impact wherever possible and appropriate.
- Responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.
- Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.

Smoking

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

Information Governance

- Compton Care requires its staff to comply with Information Governance related standards and policies always when dealing with confidential information, which includes any information relating to the business of the organisation and its service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the Data Protection Act 1998.
- New governing legislation for collecting and processing personal data in the EU and Freedom of information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the organisation and its service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.
- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Compton's Whistle Blowing Policy.

Corporate communication to support the charity

- Compton may require employees to support the organisations charitable activities.
- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service

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user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:

Excellence and Innovation
Respect and accountability
Community and partnership
Passion and determination
Compassion and empathy

Equality and Diversity

- Compton's committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.
- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all of the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 - Code of Practice For The Prevention and Control of Healthcare Associated Infections (The Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Polices, located on the Intranet.

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- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly it is essential that employees adhere to all infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton's incident reporting system.

Job Design and Review

- This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.

Patient Experience and Public Involvement (PEPI)

- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate continuous improvement.

Policies and Procedures Safeguarding

- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil safeguarding children and adults at risk responsibilities.
- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within the organisation that require enhanced DBS screening in order to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

Statutory and Mandatory Training

- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

Use of Information Technology

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- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

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Person Specification

| Requirements | Essential | Desirable |
|---|---|---|
| Education and Qualifications | <ul style="list-style-type: none"> • Full, clean UK driver's licence | <ul style="list-style-type: none"> • PAT testing certificate • Manual Handling certificate |
| Experience, knowledge and skills | <ul style="list-style-type: none"> • Experience of having worked as a driver in a similar multi-site role. • Basic IT skills required. • Route planning • Health & Safety • Proven ability to work unsupervised • Proven ability to prioritise workload. • Experience of lifting, loading and unloading items into vans • Experience of carrying out minor building works and DIY repairs as pertained within the job description • Experience of helping set up equipment for fundraising events • Experience of working with the general public | <ul style="list-style-type: none"> • Previous Manual Handling training • Previous experience of PAT testing as per current legislation • Experience of collecting items from people's homes and transporting them to shops/warehouse |
| Personal skills and attributes | <ul style="list-style-type: none"> • Flexibility to work Monday to Sunday, evenings and weekends • Ability to work on own initiative • Demonstrates an understanding of effective team working • Has high customer service standards • Has Good time keeping | |

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| | <ul style="list-style-type: none">• Understands the ethos of the Organisation• Has a good work ethic | |
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