

**Job Description**

**Distribution Coordinator**

**Responsible to:** Head of Retail and Trading

**Responsible for:** Age UK Bradford and District’s stock collection, storage and distribution and the Distribution Officer.

**Salary:** £20k

**Hours:** 37

**Purpose of the job:**

The Distribution Coordinator will be responsible for the management and distribution of all stock and all aspects relating to the distribution centre storage facility. The aim of the role will be manage the distribution centre effectively and efficiently, in order to ensure income is maximised in all retail outlets. Reporting to the Head of Retail and Trading will take responsibility for all matters relating to distribution and be responsible for the line management of a Distribution Officer and volunteers.

This is central role within the Retail Team and will be responsible for developing and implementing effective distribution systems and processes.

The post holder will have significant experience of working within retail distribution and also with volunteers and will need to be an effective and motivational team leader.

**Main Responsibilities**

* To manage all aspects of the stock collection and distribution process in the distribution centre to the effective storage and distribution of donated goods
* To ensure the premises are clean and tidy at all times and that goods are accessible
* To ensure the distribution centre is adequately staffed at all times and establish appropriate rotas for both staff and volunteers
* To supervise and support the Distribution Officer and other staff as required and volunteers ensuring their effective recruitment, training, induction and support ensuring that they perform to the standards required and deliver on annual performance targets.
* To assist in generating stock donations to help meet the needs of Age UK Bradford & District retail outlets
* To accept, sort, price and display stock as required in conjunction with the Retail Team.
* To check stock for fire labels and its condition for sale
* Ensure all electrical items are functional , PAT tested and clearly labelled
* Label stock with the relevant Gift Aid codes
* To assist the Retail Officer and customers with our delivery and collection service
* To take responsibility for stock control including disposal of unsold donations, working alongside the Retail Officer
* Understanding stock control and bestselling items to determine what stock is prepared and sent out to our individual retail outlets
* Communicating with the retail team to ensure they receive quality donations that are ready for sale
* Ensure sold items are removed from the shop floor as soon as possible after sale. Store items in a sold goods/customer collections area organising them into appropriate delivery/collection days
* Maintaining stock flow, replenished quickly, ensuring the stock is clean, presentable and appropriately priced ready for sale
* Maintaining health & Safety standards within the distribution centre. Adhering to safe systems of work.
* Responsible for keeping training records for volunteers.
* To act as a key holder; to open and close the distribution centre area in line with the agreed hours and ensure the premises are secure on leaving
* Process volunteer expenses, dealing with Petty Cash

**Customer Service:**

* To provide an excellent customer experience and to have a good, broad knowledge of stock and its’ potential
* Manage complaints efficiently and effectively
* Liaising with Head Office departments to ensure marketing materials are delivered to retail outlets and other locations as required.

**Sales & Profit:**

* Assist all outlets in achieving profit targets by maximising sales and cost controls, actively seeking ways to improve the distribution centre performance on a continuous basis
* Help retail outlets achieve gift aid budgets and conversion targets by new donor sign ups and repeat donations
* Help maximise sales of new goods by managing stock levels, efficient reordering and effective merchandising to include stock takes
* Ensure that staff and volunteers provide a high standard of service to customers at all times
* Utilise commercial tools to identify opportunities to maximise sales of different product categories
* Provide regular reports on the performance of the distribution centre and its staff

**Standards:**

* Ensure high standards of housekeeping, organisation and cleanliness are kept throughout the premises, all stock should be stored according to H&S guidelines
* Assist in cleaning, construction and preparation of stock prior to display on the shop floor
* Keep merchandise clearly ticketed and priced and stored for distribution
* Dispose of un-saleable/damaged stock according to set procedures including recycle processes

**Stock Management: (Donated and new goods)**

* The role will demand the moving of a large amount of stock on a daily basis including items of furniture and other large donated goods
* Actively encourage the public to donate saleable stock in order to maintain shop density levels
* Actively promote Gift Aid and manage the processes to HMRC & Age UK B&D standards
* Manage and carry out in conjunction with the Distribution Officer a van collection & delivery service to help support the turnover of all retail outlets. Appropriately manage the van driver
* Ensure effective processing systems are in place within the distribution centre to support the needs of the shop floor and other locations whilst working alongside the Retail Officer
* Ensure there is adequate stock available on the shop floor at all times
* Ensure stock is rotated at the agreed times so that no items remain on the shop floor longer than the agreed time limits
* Comply with all procedures relating to the sale and processing of Bought In Goods
* Minimise stock losses through effective management and control procedures
* Ensure the distribution centre is correctly managed and organised in conjunction with the Distribution Officer and Retail Teams.

**Staff & Volunteers:**

* Effectively recruit, train and retain volunteers, ensuring they have sufficient training and knowledge to maximise their potential and perform their jobs efficiently
* Organise a rota to ensure the distribution centre runs effectively at all times of the day including breaks and holidays, and that tasks are allocated appropriately
* Ensure cover for own days off and holidays in conjunction with the Head of Retail and Trading
* Create an organised and pleasant working environment for both staff and volunteers
* Ensure that everyone complies with policies and procedures
* Ensure equality & diversity policies are adhered to and training is filtered through to the shop team

**Admin & Security:**

* Ensure all relevant administration is completed to given deadlines
* Hold shop keys ensuring the premises are secure whenever it is left unattended
* Notify local police, Head of Retail and Trading in the event of a break in or other serious security incident
* Notify head of Retail and Trading in the event of suspected theft or dishonesty by any member of the team
* Ensure all staff and volunteer property is stored and where possible, locked in a secure place

**Health & Safety:**

* Provide a safe environment that protects all staff, volunteers and the public
* Comply with all Health & Safety (H&S) requirements including risk assessments and fire drills
* Report any maintenance or H&S issues to the Head of Retail and Trading in a timely manner

**General:**

* Be willing to work additional hours and perform other duties as and when required
* Travel to meetings, training sessions and retail outlets as required
* Have a basic knowledge of Age UK B&D structures and current activities
* Engage and support fundraising and marketing initiatives
* Build and develop positive internal and external relationships to ensure maximum income for the charity

**Person Specification**

1. Good general education including Maths and English
2. Retail experience
3. Experience of working in a Charity environment
4. 2 years experience as in Distribution
5. Strong organisational skills.
6. Excellent customer service skills including an ability to communicate effectively with customers, donators and volunteers.
7. Basic IT and numeric skills and experience of using MS Office
8. An understanding of Trading Standards Regulations
9. An understanding and awareness of the Health and Safety Act
10. Maintain a high degree of confidentiality.
11. Ability to interact with people from all walks of life.
12. Team Player but also leader.
13. Ability to work in pressured environment
14. Very flexible approach to work and hours
15. Willingness to attend training events as and when required
16. Good attendance record
17. Fitness to undertake duties of post
18. Full driving licence
19. A commitment to the values of Age UK Bradford and District

Age UK Bradford and District Values

Age UK Bradford and District exists to help people over 50 make the most out of later life and expects all its staff and volunteers to be committed to the following organisational values:

• Responsive

• Supportive

• Caring

• Respectful

• People centred

• Passionate

This is achieved through staff and volunteers:

• Being an ambassador for the organisation

• Influencing positive change

• Having a strategic focus

• Commitment to the development of self and others

• Upholding professional integrity at all times

• Managing and fostering team work