

# DISTRIBUTION CENTRE ASSISTANT VOLUNTEER

**LINE MANAGER:** Team Leader

**LOCATION:** St Luke's Distribution Centre, Plympton

## DESCRIPTION OF ACTIVITIES

### **In this role, your aim will be to**

Play a part in the smooth running of the Retail and Warehouse operation by learning aspects of a warehouse operation role and assisting with keeping our Retail shops well stocked. As well as helping St Luke's Hospice to continue to develop and deliver its vital services in the local community, whilst also ensuring you are helping to support and deliver on the key values of St Luke's Hospice at all times whilst volunteering with us.

### **Activities to be trained on**

- Health, Safety and Security at work.
- How to pick, wrap/pack, and place goods in storage for logistics operations.
- The processing and assembling of customer orders for dispatch.
- Maintaining the cleanliness of both work areas and equipment used throughout the warehouse.
- Moving and/or handling of goods which may involve operation of specific equipment.
- Receiving and sorting of goods into the warehouse.
- Maintaining the safety and security of goods and materials throughout.
- Effective sorting of goods and materials for recycling or safe disposal.
- A positive contribution to the level of customer service offered throughout the warehouse.

**St Luke's Volunteer Services**

**Tel: 01752 401172 • Email: [volunteer@stlukes-hospice.org.uk](mailto:volunteer@stlukes-hospice.org.uk)**

**[www.stlukes-hospice.org.uk](http://www.stlukes-hospice.org.uk)**

# DESCRIPTION OF ACTIVITIES

## Communication and Relationships

- Willingness to communicate openly and honestly with Logistics and Recycling Manager.
- Effective team-working with other staff and volunteers in-store to ensure we are all working towards the same goals.
- All other liaison with Warehouse and Retail teams as required.

## Knowledge, Training and Experience

No experience is necessary as full training will be given – however, if there are any retail or warehouse related skills you would like to gain – we might be able to help!

## Physical Skills

Able to move and handle goods on a repetitive basis, using specific equipment as required.

## Freedom to act

To be discussed as part of ongoing development with the Logistics and Recycling Manager

## GENERAL WAREHOUSE ACTIVITIES – BY DEPARTMENT

### Goods in

- Separation of metals for recycling or re-sale.
- Separation of non-sellable items for recycling.
- Ensure that items collected from shops are placed in appropriate containers and areas.
- Ensure all cages are stacked correctly.
- Accepting public donations of furniture, clothing, books, electrical, etc...
- Promotion of Gift Aid and asking for GA card/details.
- Housekeeping of area throughout shift.

### Sortation of clothes

- Checking clothes, shoes, bags and belts for defects and to recycle accordingly.
- Sellable clothing items to be hung on hangers.
- Sellable bags, belts and shoes to be place in appropriate areas for picking.
- Housekeeping of area throughout shift.

### Sortation of Bric-a-Brac

- Checking household items for defects and recycle accordingly.
- Sellable items to be place in appropriate areas for picking.
- Appropriate sellable items are picked directly for shops and placed in totes or bags.
- Housekeeping of area throughout shift.

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Reg Charity No. 280681

# DESCRIPTION OF ACTIVITIES

## Sortation of books

- Check books for condition and recycle accordingly
- Sellable books are placed in appropriate totes for shops according to genre and quality
- Housekeeping of area throughout shift

## Picking

- Picking requested items for shops and placing into totes, bags or onto rails for delivery and place on plot.
- Ensure totes and bags are clearly marked with shop name for delivery.
- Housekeeping of area throughout shift.

## Clothes Putaway

- Ensure that the correct items of clothing, bags, shoes, belts and household items are putaway in their appropriate areas by department and quality.
- Housekeeping of area throughout shift.

## Van Deliveries

- Check delivery board to ensure all items per shop are put onto the van.
- Shops items are placed on van in an easy and productive way for deliver.
- Check for stores post in appropriate pigeon hole.
- Deliver correct items to each shop and collect returns back to the warehouse.
- Possible driving required and should be physically fit.
- Housekeeping of external areas and vans.

## Sortation of Electrics

- Separation of CE and non CE items
- Non CE, unsaleable and faulty items are sent to recycling.
- Documentation of 'PAT test and Return' items to and from shops.
- CE items are sent to Domestic Appliance Engineer for PAT testing.
- Non PAT tested but saleable items can be boxed in totes ready for picking and delivery.
- Housekeeping of area throughout shift.

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