



Warehouse Assistant - Job Description

Reports to: Retail Operations Manager

Job Purpose:

To support the efficient operation of the donation centre by assisting with the receipt, sorting, storage, and distribution of donated goods. The role ensures that all items are processed in a timely, safe, and organised manner, contributing to the overall success of the retail operation.

Key Responsibilities:

- Receive, sort, and categorise donated items, ensuring quality and safety standards are met.
- Prepare stock for distribution to retail shops, including labelling and packing.
- Maintain a clean, safe, and organised warehouse environment.
- Assist with stock rotation and replenishment to ensure optimal flow of goods.
- Support the loading and unloading of vehicles, including manual handling of donations.
- Provide excellent customer service to donors and volunteers visiting the donation centre.
- Work collaboratively with the wider retail and volunteer teams to meet operational goals.
- Adhere to all health and safety procedures and report any concerns promptly.