



Sheffield's Hospice

JOB DESCRIPTION

Post Title: Donation Processing Assistants

Responsible To: Shop Manager or Donation Centre Manager

Accountable To: Head of Retail

Overall Purpose of the Role

- To receive, organise and sort donated goods separating poor quality rags from saleable items.
- To provide an efficient and effective customer service to all our donors who wish to donate.
- To understand and support the Gift Aid process for donated goods.
- To ensure appropriate standards of security and health and safety are met and maintained at all times.
- To be flexible in working at various St Luke's locations across Sheffield.

Please note – as with all roles, it is likely that there will be a need to amend and adapt the purpose, responsibilities and reporting associated with this role as the organisation changes in the future. The job description may be reviewed, in discussion with the post-holder.

Key Responsibilities

1. Donation Centre Support (Age 18 and Over)

- a) The role will require manual work, which includes moving stock in line with manual handling guidelines. Manual handling training will be provided and all manual handling policies must be adhered to.
- b) To sort and unpack deliveries and donations in accordance with St Luke's guidelines.
- c) To ticket garments and label items
- d) To look out for collectable or vintage items for our eBay and Vintage teams.
- e) To move donations into storage.

- f) To pack goods and culled stock for distribution to our shops across Sheffield.
- g) To ensure compliance with Fire and Health & Safety Regulations including keeping the sorting environment clean, tidy and safe.

2. General

All St Luke's employees are required to:

- Abide by the Health & Safety at Work Act.
- Attend mandatory training annually and complete all e-learning modules.
- Respect confidentiality applying to all St Luke's areas.
- Work within St Luke's policies and procedures.
- Comply with St Luke's no smoking policy.
- Participate in and contribute to team meetings.
- Co-operate and liaise with departmental colleagues.

All St Luke's employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of St Luke's.

Our Values

The Board and Executive agreed St Luke's organisational values in 2015 ensuring they reflect our culture and what we want to achieve together. We have four simple values which set out how we work together to achieve success at St Luke's.

No matter what area of St Luke's we work in and no matter who we work for, we are committed to the following ways of working:

- Compassionate
- Dignified
- Inspired
- Pioneering

Values are really important throughout every team here at St Luke's, we are all responsible for ensuring our values are displayed and to ensure they form a core part of everything that we do at St Luke's. They influence our behaviours, our language, the way we interact with

each other as employees and also as human beings. In bringing our values to life, we have created a booklet entitled 'The Little Pink Book' which supports all of us at St Luke's in helping us to put our values into action through our behaviours every day.

We expect staff to familiarise themselves with our values and the expected behaviours, and to ask if they feel these conflict in any way with their roles. These values and behaviours will be used as a reference in our day-to-day working lives, and how we respect St Luke's and those associated with it.

This Job Description is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post-holder and employer.

Date agreed: November 2021

Next Review date: November 2022