

## VACANCY

### Product Review Chargehand

**Department:** Warehouse - Lakeside

**Reports to:** Product Review Supervisor

**Direct Reports:** None

**Designation:** Post Holder (5)

**Salary:** £8.84 per hour

**Hours:** 42.5 hours per week (Monday to Friday 8am to 5pm)

**Benefits / Equipment:**

- 28 days holiday (238 hours) inc Bank Holidays pro rata for part time employees
- Access to Newlife Pension Scheme
- Staff discount from 12 weeks
- Access to Childcare Voucher Scheme (where applicable)
- Health Cash Plan at level 1 upon completion of probationary period

**About Newlife:**

Newlife's mission is to save and change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help disabled children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website:  
[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)

**Post Summary:**

Working in our busy Lakeside warehouse this post offers the successful candidate the chance to be part of a rewarding charitable organisation that helps to change the lives of disabled children and their families across the UK. The role would suit someone with previous general warehouse experience who can demonstrate attention to detail, team work and the ability to work quickly to help achieve group targets.

You will be in the responsible for supporting the supervisor and manager in relation to the operational and logistical management of the warehouse and supporting the accurate inputting of relevant donor information under our RMP procedure and developing good relationships with our donors through this process. Please

note that you will work at processing benches in a warehouse environment, which normally requires standing.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

### **Essential Requirements:**

- Prior warehouse experience
- Good communication skills with an ability to communicate with staff at all levels.
- Ability to apply skills and knowledge to the products being handled.
- Ability to make decisions so that you can review an item and assess it for 'saleability' based on safety, product defects and potential value to customer.
- Ability to be precise and detailed in your work as accuracy is very important.
- Motivation and ability to work on your own initiative but also be able to work as part of a team.
- The ability to work quickly to help achieve group targets and motivate others to achieve their targets.
- Good IT skills to be able to amend database items and to complete data entry as required
- Experience of cross departmental working
- Approachable manner

### **Desirable Requirements:**

- Prior experience of working for a charitable organisation
- Prior retail experience
- Prior team leading experience
- Prior experience of dealing with returned items

### **Primary Responsibilities:**

In respect of Newlife you will have responsibility for:

- Daily communication with your manager, supervisor and product review staff.
- Supporting the manager and supervisor to ensure adequate space is available for incoming deliveries, moving stock as appropriate including roll cages in a safe manner.
- Support with the consolidation of stock appropriately and handle and store equipment and consumables as instructed.
- Ensure the movement of waste/rubbish to the appropriate areas, disposal of waste in accordance with instruction and correct procedure.
- Support the manager and Supervisor, in line with Donor requirements to arrange and coordinate APC /other collections through own actions or liaison with the Logistics Supervisor.
- Supporting with donor tours of the department as required.
- Ensure all recall boxes are sorted, labeled and loaded onto pallets and moved into recall holding area.
- Support the supervisor to monitor recall rotation.
- Carry out counts and box stock for storage/collection of recalls and retain accurate records to show status and quantity for Product Review companies as required.
- Ensuring that the floors and facilities are clean throughout the day to ensure these areas remain free of rubbish and hazards in Product Review area.

### **Recalls (in support of the Product Review Supervisor when required)**

- Support to ensure all appropriate recalls are pulled out when requested for relevant visits / reports / return to donor company as instructed
- Support with ensuring digital images of recalls are captured as required.
- Support to ensure any donor samples are destroyed as instructed by the donor company.
- Liaise with the supervisor and manager in respect of recall volumes which may cause space issues.

### **Data Entry**

- Handling a wide range of products including fashion items, accessories, electrical and homewares
- Handling these products from their packaging into appropriate containers
- Initial sorting of products which will affect their forward usage including ensuring all garments and items are properly checked for faults and appropriate fault code logged
- Lifting and examining the products and accurately and quickly recording key information using a keyboard and computer on to databases, in line with donor specifications.
- Testing products, where required, using the relevant tools/equipment
- Liaise with the Product Review Manager and/or Product Review Supervisor regarding stock identified as recall or none customer returns

- Log and report stores not complying with appropriate fault tag procedure or incorrect labelling of boxes
- Identify goods not suitable for re-sale where training has been provided and separate from saleable goods.
- Identifying stock 'on hold' for donors to view and boxing up separately accordingly.

#### **Additional Responsibilities / Expectations:**

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

#### **Notes:**

All offers of employment will be made subject to satisfactory references being received.

All Newlife roles are subject to a 6 months probationary period.

#### **Our Values:**

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.
- People at our heart - every day.

#### **Interested?**

Find out more about Newlife by visiting [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://www.newlifecharity.co.uk/docs/about/employment.shtml)

#### **To apply:**

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

#### **Other Info:**

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

