

## Position Description

### Warehouse Team Leader

#### Mission

We walk with people across the generations to create together places to live, learn and thrive. We call out injustice and advocate for social change.

#### POSITION PURPOSE AND PRIMARY OBJECTIVES

##### Purpose

Effectively and efficiently manage the day-to-day operations of the Presbyterian Support Otago Retail warehouse.

##### Primary Objectives

- Effective management of receiving donations and warehouse storage space
- Strong management across our team of employees and volunteers based in the warehouse
- Security of warehouse stock
- Cover the Retail Manager in their absence, when appropriate.

##### Accountability

##### Expected Outcomes / Key Performance Indicators

##### Operational management of Retail Warehouse

- Policies and systems implemented for effective and efficient collection, sorting, storage, distribution and disposal of donated goods
- Adequate volume and quality stock is donated
- Efficient stock sorting, storage and distribution practises are in place
- Warehouse volunteers and staff can work effectively within warehouse systems

	<ul style="list-style-type: none"> <li>• Movement of stock between the warehouse and shops is effectively coordinated with the purchasing/procurement team and van drivers</li> </ul>
<b>Donated goods handling</b>	<ul style="list-style-type: none"> <li>• Effectively leadership of the team who are receiving, sorting and preparing donated clothing, household goods and other goods.</li> <li>• Donors feel valued for their contribution they make to PSO</li> <li>• Stock management and distribution systems operate smoothly, meeting the needs of the retail outlets</li> <li>• Minor repairs are completed, as appropriate (e.g. cleaning and ironing), to increase the value of donated goods</li> <li>• No goods leave the warehouse area without your permission or the permission of the Retail Manager without payment</li> </ul>
<b>Retail leadership and teamwork</b>	<ul style="list-style-type: none"> <li>• Coordinate with member of the Retail Leadership Team, to develop and implement an effective retail strategy</li> <li>• The value of donated goods is maximised</li> <li>• PSO hold a strong niche in the Dunedin retail sector which contributes to the advancement of PSO's mission</li> <li>• The warehouse has an effective and loyal group of donors who support our work</li> <li>• Contributes to the development and implementation of our Retail policies and procedures manual</li> <li>• Models best practice Retail operations and organisational values</li> <li>• Participate in, and contribute to, monthly Retail leadership meetings</li> </ul>
<b>Expectations of all PSO Employees</b>	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> </ul>

	<ul style="list-style-type: none"> <li>Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>
<b>Health and Safety</b> <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i>	<ul style="list-style-type: none"> <li>All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<b>Te Tiriti O Waitangi / The Treaty of Waitangi</b> <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	<ul style="list-style-type: none"> <li>As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>
<b>Relationships</b>	
<b>Reports to:</b> Retail Manager	<b>Direct Reports:</b> Warehouse staff Volunteers
<b>Internal Relationships:</b> Retail Manager Support Development Manager Purchasing/Procurement Team Stepping Stones staff Retail Team Leader eCommerce department Warehouse Assistants Van drivers Volunteers	<b>External Relationships:</b> Donor Potential Volunteers
<b>Person Specifications</b>	
<b>Qualifications/Skills</b> <ul style="list-style-type: none"> <li>The skill to identify vintage and valuable goods</li> </ul>	
<b>Experience/ Knowledge</b> <ul style="list-style-type: none"> <li>A proven track record of working in the retail and/or storage sector</li> <li>Understanding retail storage, particularly around maximising use of space and effective processes for stock movement</li> <li>Ability to identify stock that will meet current fashion trends</li> </ul>	

### **Personal Qualities**

- Relationship building and personal integrity
- Service-focused
- Confidence, resilience, and emotional intelligence
- Problem-solving and responding to change
- Can work independently and as part of a small team
- Capacity to work with, and provide service to, a wide range of people including volunteers
- Capacity to meet the physical demands of the role

### **Physical Requirements**

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

## **Working Together**

### **Our Work**

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

### **Our Organisation**

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

### **Our Team**

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## **Values**

**With the foundation of Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.**

