

## Job Description

<b>Job Title:</b>	<b>Warehouse Assistant (Mail Order)</b>
<b>Department:</b>	<b>Engagement</b>
<b>Reporting to:</b>	<b>Donor Relations Manager</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Grade:</b>	<b>8a</b>
<p><b>Context and Scope:</b> Bransby Horses was founded in 1968 by Peter Hunt, who’s lifelong passion for horse welfare continues as the charity works flexibly to meet the growing demands on horse welfare charities. Working together our shared mission is to create positive impacts on the lives of horses, ponies, donkeys and mules.</p> <p>Bransby Horses relies upon income generated through our fundraising efforts, which includes our award winning Visitor Centre and commercial Trading Company functions. The purpose of our visitor experience is to influence human attitude and behaviour towards animals and raise awareness of welfare issues. In doing so, we aim to turn visitors into lifelong fans, by developing a supporter relationship with them. The Visitor Centre is the first point of contact for visitors to Bransby Horses, housing a gift shop, donated goods shop, café and toilets as well as outdoor areas.</p> <p>The role is responsible for the organisation of stock associated with the Mail Order trading function.</p>	
<p><b>Main Purpose:</b> To maintain and organise the mail order warehouse to a high standard, including the storage and placement of all products and packaging. To liaise with courier services and oversee and check all deliveries. To fulfil supporter orders by picking and packing products in the warehouse and sending these out via the appropriate courier or mailing service.</p> <p>During times of lower mail order product demand, to provide support to the wider engagement and income generation team with work in sorting and preparing donated goods for sale.</p>	
<p><b>Summary of Main Duties:</b></p> <ul style="list-style-type: none"> <li>Maintain the mail order warehouse to ensure stock and packaging is stored correctly and that the warehouse is a safe environment to work in.</li> </ul>	

## Bransby Behaviours

A framework of key behaviours that enable us to achieve continued success for the charity in delivering equine welfare.



- Take deliveries, checking stock in for quantity and quality, reporting issues promptly and ensuring they are stored correctly and dispatched to the correct team/location. This includes movement of stock for both mail order and the gift shop. Ensure paperwork is passed to the appropriate team member.
- Provide regular updates to line manager on deliveries, dispatches and stock levels.
- Monitor packaging and consumables levels and advise when replenishments are needed.
- Maintain stock levels and restock the shelves as needed. Have a good understanding of stock movements and support with the monthly stock takes and deal with any queries arising from this.
- Fulfill supporter's product orders and liaise with the fundraising team administrators to solve any queries in a timely manner. Liaise with the courier service to ensure swift dispatch.

**Other:**

- Provide logistics support to the charity by delivering and collecting items as required to support the engagement and income generation function.

**Compliance to Policy & Procedure**

- Observe and be accountable for your own health and safety as well as others on site as per our Health and Safety Policy and Procedures.
- To ensure that any advice or guidance provided is in line with the Bransby Horses professional advice and guidelines.
- Complete all accessible training and CPD relevant to your role.
- It may be necessary to undertake other duties or work in other departments to fulfil the objectives of the charity or during busy periods.
- To keep confidential data secure and only process data as per the GDPR regulations and as per our Data Protection Policy.
- Develop relationships with other departments as required and work together for the benefit of the charity.
- To promote Bransby Horses and its work to all visitors and members of the public and ensure an efficient service in line with the Bransby Behaviours.

**This is not an exhaustive list of all of the duties that may need to be undertaken. It may be necessary to undertake other duties to fulfil the objectives of the charity.**

## Person Specification

<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Educated to a good standard</li> <li>• Warehousing/Retail/Customer Service qualification is desirable</li> <li>• UK full driving license</li> </ul>
<b>Experience &amp; Knowledge:</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer service role</li> <li>• Previous experience of working in a warehouse</li> <li>• Data inputting experience is desirable</li> </ul>
<b>Skills &amp; Competencies:</b>	<ul style="list-style-type: none"> <li>• Be effective in both verbal and written communications and have the ability to communicate confidently at all levels of authority within the organisation</li> <li>• A basic level of IT skills</li> <li>• Able to provide high standards of customer care</li> <li>• Have the ability to maintain high standards and demonstrate accuracy and the ability to be thorough in your work</li> <li>• Have the ability to focus on routine work and follow instruction appropriately</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Positive, professional and enthusiastic</li> <li>• Responsive and resilient</li> <li>• Able to work effectively on your own as a part of a team</li> <li>• Willingness to learn; quickly, to develop skills and to adapt to various situations</li> <li>• Commitment to the charity's purpose</li> <li>• Discreet when dealing with confidential or sensitive matters</li> <li>• Able to promote a professional image of the charity at all times</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Willingness to travel across site</li> <li>• This role involves physical activity and/or bending and lifting. The person carrying out this role must therefore be physically fit to enable them to perform their job effectively</li> </ul>