

Warehouse Operative – Job Description

Job Purpose:

The Warehouse Operative role offers an exciting opportunity to serve the community via our wonderful T.A.N.G.O community project.

In this role you will be involved in providing resources for the rebuilding of family and community life for those who live, work and visit Haydock, Blackbrook and the borough of St Helens. T.A.N.G.O Community Project is an amazing outreach ministry of St Mark's Church, and the Warehouse is a vital part of our ministry where we extend our warm welcome to the wider community.

In conducting daily duties, you will act as an ambassador for the work of T.A.N.G.O & St Mark's Church, through connecting individuals with the community services we offer. You will be responsible to the T.A.N.G.O Warehouse Team Leader for assisting in the day-to-day running and delivery of the T.A.N.G.O Warehouse services, driving the T.A.N.G.O van and assisting in the collection and delivery of goods, and disposing of unwanted items where requested.

Job Requirements and Benefits:

Role title	Warehouse Operative
Location	T.A.N.G.O. Warehouse, Park Street, Haydock, WA11 0BG
Timings	20 hours per week, to be taken between 9am– 2:15pm Monday to Thursday (inc 15min unpaid break)
Contract	Permanent, with the provision of successfully completing a 6-month probationary period
Salary	Real Living Wage – currently £12.60 an hour. Subject to normal employee PAYE and NI deductions. The Employer will be responsible for normal deductions for employer PAYE/NI contributions.
Holidays	The holiday allowance is 6.8 weeks per annum, pro rata for hours worked (inclusive of Bank Holidays)
Notice Period	You are required to provide St. Mark's with four weeks' notice if you intend to resign from your employment. You are entitled to receive four weeks' notice during the first five years of employment and after that one week's notice for each subsequent completed year of service, up to a

maximum of 12 weeks' notice.

DBS

Enhanced DBS Check Required

Location

T.A.N.G.O. Warehouse, Park Street.

Other Benefits

A pension scheme is available

Key Attributes

Essential

- A keen attitude and good work acumen to support the vision of T.A.N.G.O. Community Project.
- Motivated, positive, welcoming and organised
- A polite, friendly, and approachable character
- The ability to prioritise competing demands on your time, combined with a flexible attitude to meet the changing demands of the role
- Strong interpersonal skills with the ability to respond tactfully, diplomatically and sensitively to the needs of the community
- A team player who can see what needs to be done and has the initiative and tenacity to implement as appropriate
- To respect and support that we are a Christian organisation, with a heart for the community
- Physically capable of lifting and moving furniture
- Full UK driving licence

Desirable

- Experience in a stock room or warehouse environment
- Handling money accurately
- Understand the ministry and the importance of our outreach work that T.A.N.G.O. Community Project provides for the public
- A passionate disciple of Jesus
- A regular worshipping and active member of a Christian church
- A person with a keen eye for detail
- Confident in using social media and other methods to reach out to the community

Responsibilities

- 1) Alongside the Warehouse Team Leader, you will be responsible for managing and supervising a team of volunteers
- 2) To drive the T.A.N.G.O Van
- 3) To collect and deliver large donations of furniture and household goods

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- 4) Responsible sorting of waste materials for recycling and safe waste disposal
 - 5) Responsible for the running and safe storage of waste materials ahead of disposal
 - 6) Sorting of goods and pricing donations accordingly
 - 7) When delivering goods, always offer information about the services of T.A.N.G.O & St Mark's
 - 8) Being an active ambassador of T.A.N.G.O & St Mark's
 - 9) Proactively check the van, including oil, tyres, wear and tear, reporting any issues to the Warehouse Team leader
 - 10) Communicating well with customers in person, over the phone and via email
 - 11) Training and supervision of new volunteers (including manual handling)
 - 12) Working collaboratively with other charities/organisations to manage excess stock
 - 13) Setting up the till, cashing up the till accurately at the end of the day
 - 14) Ensuring the site is safe for customers (including checking for fallen branches and removing litter when noticed)
 - 15) Being responsible for keeping the warehouse shop floor & storage areas organised, clean and tidy
 - 16) Comply with Health and Safety Regulations
 - 17) Ensuring the staff kitchen is kept clean and tidy
 - 18) Ensure fire doors are always kept clear, and doors are not left wedged open overnight
 - 19) Ensuring customers do not enter the staff areas
 - 20) Report any issues to the T.A.N.G.O. Co-ordinator
 - 21) To support the P.A.T testing of incoming equipment
 - 22) To support the Warehouse Team leader in P.A.T testing all electrical devices across the site annually
 - 23) To be friendly and approachable, directing visitors to the right places and promoting other services we offer
 - 24) Keeping staff and customers informed via notices
 - 25) Identify any products needed (Gloves, other PPE, cleaning supplies, etc) and report to the Warehouse Team Leader
 - 26) Key holder, opening up / locking and securing the buildings
 - 27) Ensuring gas and electrical items (including lights) are turned off when not in use / over night
 - 28) Engaging with the customers and centre users, groups and group leaders
 - 29) To attend all T.A.N.G.O. meetings
 - 30) To identify any personal development opportunities and report them to the Warehouse Team Leader
 - 31) Warehouse stock rotation / organisation and general cleanliness
 - 32) Ensuring daily / weekly fire safety checks are carried out
 - 33) Attend any identified Training Courses relevant to the post, such as Safeguarding
 - 34) Warehouse stock rotation / organisation and general cleanliness
 - 35) Assist the Warehouse Team Leader with daily / weekly fire safety checks
 - 36) Assist with putting the bins and "The Offering" items out on time, and bringing them in before closing.
 - 37) Other duties as directed by your line manager

