

Warehouse Team Leader – Job Description

Job Purpose:

The Warehouse Team Leader 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 report to the T.A.N.G.O Co-ordinator and be responsible for 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 the collection and delivery of goods, and disposing of unwanted items where requested.

Job Requirements and Benefits:

Role title	Warehouse Team Leader
Location	T.A.N.G.O. Warehouse, Park Street, Haydock, WA11 0BG
Timings	25 hours per week, to be taken between 9am – 2:45pm (22 hours inc 15 minutes unpaid break) Plus 3 hours of flexi time, Monday to Thursday.
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
- Handling money accurately

Desirable

- Experience in a stock room or warehouse environment
- 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) You will be responsible for managing and supervising a team of volunteers
- 2) You will be required to have regular weekly 'check in' meetings with the T.A.N.G.O. Co-ordinator
- 3) To drive the T.A.N.G.O Van

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- 4) Oversee all driver licence checks and subsequent record keeping
 - 5) To collect and deliver large donations of furniture and household goods
 - 6) Responsible for sorting of waste materials for recycling and safe waste disposal
 - 7) Responsible for the running and safe storage of waste materials ahead of disposal
 - 8) Keep digital records of weights processed on site
 - 9) Keep digital T.A.N.G.O van collection/delivery records
 - 10) Sorting of goods and pricing donations accordingly
 - 11) When delivering goods, always offer information about the services of T.A.N.G.O & St Mark's
 - 12) Being an active ambassador of T.A.N.G.O & St Mark's
 - 13) Proactively check the van, including oil, tyres, wear and tear, and arrange van repair and maintenance in conjunction with the T.A.N.G.O Co-ordinator
 - 14) To organise timely MOT, tax, servicing (Including tail lift), and insurance renewal for the T.A.N.G.O van
 - 15) Communicating well with customers in person, over the phone and via email
 - 16) Training and supervision of new volunteers (including manual handling)
 - 17) Ensuring all training is up-to-date
 - 18) Process new starter records and oversee the safer recruitment processes for all volunteers
 - 19) Keep digital staff and volunteer attendance records
 - 20) Working collaboratively with other charities/organisations to manage excess stock
 - 21) Ensuring the site is safe for customers (including checking for fallen branches and removing litter when noticed)
 - 22) Being responsible for keeping the warehouse shop floor & storage areas organised, clean and tidy
 - 23) Comply with Health and Safety Regulations
 - 24) Ensuring the staff kitchen is kept clean and tidy
 - 25) Ensure fire doors are always kept clear, and doors are not left wedged open overnight
 - 26) Ensuring customers do not enter the staff areas
 - 27) Report any issues to the T.A.N.G.O. Co-ordinator
 - 28) Organise the annual recalibration of the P.A.T testing machine
 - 29) Organise P.A.T testing of incoming equipment to the required standards
 - 30) Ensure P.A.T testing of all electrical devices across the site annually to the required standards
 - 31) To be friendly and approachable, directing visitors to the right places and promoting other services we offer
 - 32) Keeping staff and customers informed via notices
 - 33) Identify any products needed (Gloves, other PPE, cleaning supplies, etc) and report to the T.A.N.G.O. Administrator
 - 34) Key holder, opening up / locking and securing the buildings
 - 35) Ensuring gas and electrical items (including lights) are turned off when not in use / over night
 - 36) Engaging with the customers and centre users, groups and group leaders
 - 37) To attend all T.A.N.G.O. meetings
 - 38) To identify any personal development opportunities and report them to the T.A.N.G.O. Co-ordinator

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- 39) Attend any identified Training Courses relevant to the post, such as Safeguarding
 - 40) Arrange cover for van and warehouse staff holidays
 - 41) Supervising and training of vulnerable adults
 - 42) Ensuring all team members use good working practices and have safeguarding training before being in contact with children and vulnerable adults
 - 43) Setting up the till, cashing up the till accurately at the end of the day and securing takings in the safe
 - 44) Conduct Internal training for manual handling
 - 45) Warehouse stock rotation / organisation and general cleanliness
 - 46) Ensuring daily / weekly fire safety checks are carried out
 - 47) Ensuring bins are put out on time weekly
 - 48) Items from "The Offering" are brought in at the end of the day
 - 49) Ordering of new skips when needed, you must obtain a PO number from the T.A.N.G.O Administrator before ordering.
 - 50) Renew the annual waste carrier's licence
 - 51) H&S accident reporting, accident book recording, taking the accident book records to the T.A.N.G.O Co-ordinator
 - 52) Raising any staff / volunteer issues or complaints to the T.A.N.G.O Co-ordinator if unable to resolve.
 - 53) Other duties as directed by your line manager
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