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| <b>Job Title:</b>     | Sorting & Distribution Coordinator             |
| <b>Reports to:</b>    | Warehouse Supervisor                           |
| <b>Dept/Location:</b> | The Depot                                      |
| <b>Hours:</b>         | 25hours per week, 5 hours per day (5 out of 7) |
| <b>Contract:</b>      | Permanent                                      |

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Our **Vision** is for everyone in North & East Herts to be able to have timely access to wellbeing Care.  
Our **Mission** is to generate income to fund Garden House Hospice Care

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### Job Summary

To coordinate the efficient sorting, processing, and distribution of donated goods within the Distribution Centre (Depot).

The role ensures stock is processed to a high standard, maximises value for the charity, and supports timely distribution to retail outlets or beneficiaries.

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### Key Responsibilities

#### Sorting & Processing

- Oversee the sorting of donated goods (e.g. clothing, furniture, bric-a-brac, books).
- Ensure items are assessed for quality, safety, and resale suitability.
- Categorise items appropriately for retail, recycling, or disposal.
- Maintain high standards of presentation and quality control.

#### Distribution & Logistics

- Coordinate the movement of stock from the depot to retail stores.
- Plan and prioritise distribution based on stock levels, demand, and seasonal trends.
- Work closely with drivers and logistics teams to ensure timely deliveries.
- Monitor stock flow to prevent bottlenecks or overstocking.

#### Volunteer & Staff Coordination

- Support the recruitment, induction, and supervision of volunteers.
- Allocate daily tasks and provide guidance to ensure efficient workflow.
- Promote a positive, inclusive, and safe working environment.
- Provide informal training on sorting standards and procedures on a regular basis.

#### Stock Control & Record Keeping

- Maintain accurate records of incoming and outgoing stock.
- Identify opportunities to increase income through improved sorting.
- Working closely with stores & online to identify requirements.

## Health & Safety

- Ensure compliance with health and safety procedures at all times.
- Conduct basic risk assessments and ensure safe manual handling practices.
- Maintain a clean, safe, and organised depot environment.
- Report hazards, incidents, or near misses promptly.

## Continuous Improvement

- Identify efficiencies in sorting, storage, and distribution processes.
  - Support depot improvements and layout optimisation.
  - Contribute ideas to maximise income and reduce waste.
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## Skills & Experience

### Essential

- Experience in warehouse, retail, logistics, or charity operations
- Strong organisational and coordination skills
- Ability to prioritise workload in a fast-paced environment
- Good communication and teamworking skills
- Basic IT skills (e.g. stock systems, spreadsheets)

### Desirable

- Experience working with volunteers
- Knowledge of charity retail operations
- Experience in stock control or distribution planning

### Personal Attributes

- Proactive and hands-on approach
  - Strong attention to detail and quality
  - Flexible and adaptable
  - Positive and supportive attitude towards volunteers
  - Commitment to the charity's values and mission
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## T&Cs

- All appointments are subject to pre-employment health screening & DBS checks.
- This role requires regular manual handling (lifting, moving stock).
- May require occasional weekend work depending on operational needs.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- Garden House Hospice Trading is an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.
- All staff are expected to work in line with our Mission, Vision, values and Behaviours.

