



*Being there for you
and your family*

LOROS ENTERPRISES LIMITED

JOB DESCRIPTION

JOB TITLE:	Warehouse & Online Team Leader
RESPONSIBLE TO:	Warehouse Manager
JOB PURPOSE:	To support the day-to-day running of the online sales operation, Items suitable for our online platforms is researched, listed, packed and distributed efficiently to maximise sales and profitability across LOROS e-commerce platforms. Will support in the smooth running of the warehouse ensuring donated stock is processed for shops and distribute. The post holder will play a key role in maintaining stock flow, supporting van drivers, supporting and coaching volunteers, and ensuring a productive, organised and safe working environment whilst delivering excellent customer service and supporting the growth of online income.

PARTICULAR RESPONSIBILITIES:

- To support the day-to-day operation of all LOROS e-commerce platforms including but not limited to eBay, Vinted, Depop & Facebook Marketplace Shopify & Etsy
- To process, sort, research, price and prepare donated items for online sale in line with LOROS procedures and standards.
- To support the achievement of online sales targets and key performance indicators.
- To support in achieving daily listing targets for the online team
- Give feedback to Warehouse manager and Head of Retail on online performance
- To create accurate and appealing online listings using a LOROS provided AI tool, including photography, descriptions and pricing, to maximise sales income.
- To support in the exploration of new online selling platforms for LOROS enterprises so utilise
- To ensure all customer enquiries, orders, collections, deliveries and returns are dealt with professionally and promptly.

- To ensure all transactions and stock handling are completed in accordance with LOROS financial and security procedures.
- To support the efficient movement and allocation of stock between the warehouse, online department and retail shops.
- To assist with the organisation and prioritisation of workload across the warehouse and online operation to maintain productivity and efficiency.
- To provide day-to-day guidance and support to volunteers, helping to create a positive, inclusive and productive working environment.
- To maintain high standards of housekeeping, organisation and presentation within the warehouse and online areas.
- To process donations in the warehouse including, clothing, homeware, electricals, toys etc. Gift aid and non-gift aid
- To pick shop orders of consumables, new goods and donated goods
- To support the enterprise team with the accepting, logging and distribution of new goods helping to ensure To ensure all donated goods & New goods are handled, stored and processed safely and appropriately.
- To support the van drivers in the loading and unloading of vans
- To ensure compliance with Health & Safety legislation, safe working practices and LOROS policies and procedures always.
- To undertake any other reasonable duties consistent with the role.

GENERAL:

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

To observe the hospices Equality, Diversity & Inclusion Policy and Statement which states our commitment to treating everyone with dignity and respect, irrespective of their protected characteristic.

- Promote equality, diversity and inclusion in working practices by developing and maintaining positive working relationships that ensure colleagues are treated fairly

and have a voice by contributing to the development of fair and equitable working practices.

- Ensure that colleagues are treated fairly. Staff must ensure their behaviour does not constitute to discrimination and have a voice to challenge others behaving inappropriately and not in line with the hospice's values. Be supportive of colleagues or service users who wish to raise concerns about inappropriate practice's or experiences.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

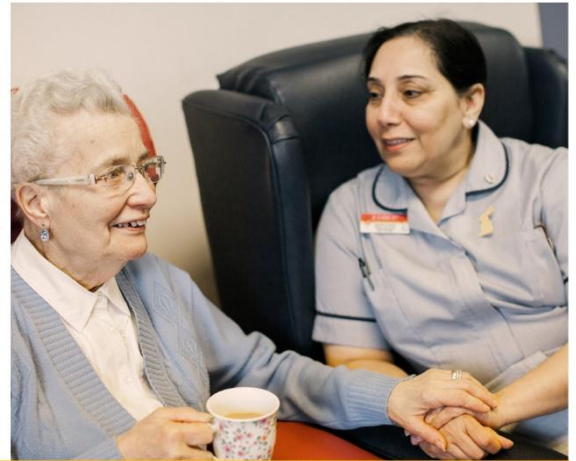
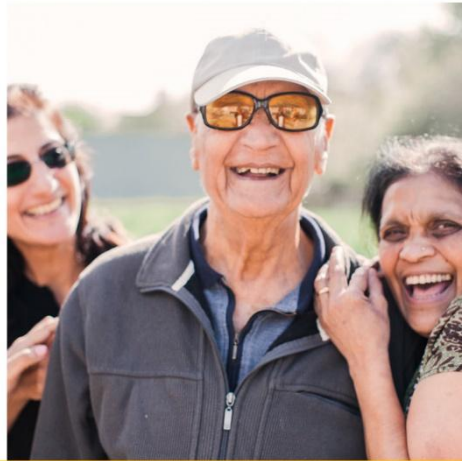
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager



Our vision and mission



Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



Mission

(Our goals and activities in working towards our Vision)

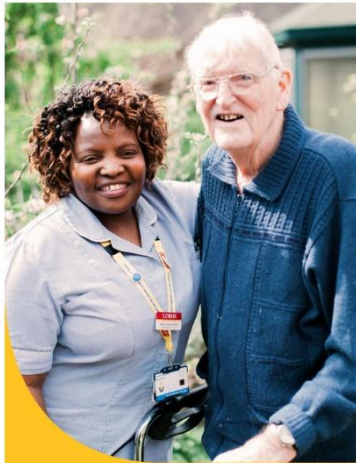
LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

LOROS KEY FACTS

MARCH 2021

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

£8.8M

Expenditure on patient care per year

£6.4M

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.

Cost per hour of running the charity

£1,007



>2,959

No. of individuals receiving patient care from LOROS per year



Of whom
713

admitted to Inpatient Ward



31

beds in Inpatient Ward



Average length of stay

14 days



£593

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£275**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.



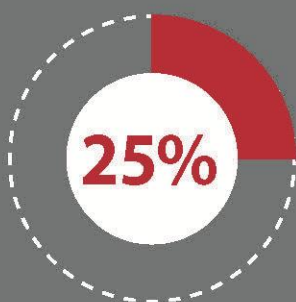
409

328
FTE

employees

1,300

regular volunteers



25%

Portion of expenditure covered by NHS



90%

Portion of charity costs directed to care services

Deliver **1,516** hours of educational training a year



24,235

LOROS Lottery numbers

29

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

Figures accurate as at 31st March 2020 | Source: 2019/20 Statutory Accounts and Clinical Dashboard