



SELECTION CRITERIA

POST: Warehouse & Online Team Leader
GRADE:
DEPARTMENT: LOROS Enterprises

	Essential Criteria	Desirable Criteria	How & When
Education / Qualification	Good standard of education		Application Certificates
Skills / Abilities	Proficient with online listing platforms. Must be able to use Microsoft Word & Excel to produce sales reports. Ability to maintain accurate paperwork and use different digital systems Strong customer service skills with the ability to represent LOROS professionally at all times. Confident communicator with the ability to build positive working relationships with internal stakeholders including Shop Managers, Warehouse Team, Online Team, office team, and volunteers. Ability to communicate clearly and effectively regarding collection schedules, delivery updates, Listings, and operational issues. Ability to move and handle heavy items. Willingness to undertake additional training as required (e.g. manual handling, PAT testing, health & safety).	Manual Handling training Advanced driving qualification (e.g. IAM / RoSPA). Experience driving commercial vehicles in a retail or logistics environment	Assessment Centre References

Experience	Proven experience in online listings and sales. Proven driving experience using AI tools and Microsoft Excel & word Experience working as part of a team in a busy operational setting. Experience following procedures and maintaining accurate paperwork or digital records. Experience in stock taking and stock control systems	Experience within charity retail or a warehouse environment. Experience supervising or supporting volunteers. Experience supporting stock control processes or working with retail systems.	Assessment Centre References
Knowledge	Intermediate computer literacy, including but not limited to checking and responding to emails, accessing internal systems, and completing mandatory online training, Microsoft office packages Knowledge of general health and safety relevant to this post. Commercial awareness with an understanding of the importance of smooth stock flow across the retail estate — ensuring the right stock is in the right place at the right time to maximise sales and contribution. Strong organisational skills and attention to detail Understanding of the importance of stock control processes and supporting Gift Aid compliance within charity retail operations.	Knowledge of Leicestershire and Rutland Knowledge of Gift Aid processes within charity retail. Awareness of health and safety legislation in warehouse and office Experience communicating across multiple sites within a retail or logistics environment.	Assessment Centre



Motivation and personal attributes	Able to contribute towards LOROS' values and behaviours. Ability to work on own initiative as well as part of a team. Good customer service. Personable. Professional and sympathetic attitude. Motivated. Flexible. Able to work Saturdays and Sundays. Willing to undergo an observed driving assessment. Underwriters approval to be included on LOROS' motor insurance policy.		Assessment Centre References Driving Assessment