



Job title:	Trainee Warehouse Assistant	Reporting to:	Buyer
Department/Group:	Trading	Job code/Req no.:	
Location:	Mezzanine, Northbridge Road	Travel required:	No
Band	B	Position type:	Fixed Term Contract

Main Duties & Responsibilities

- Accountable for supporting the efficient running of warehouse operations and stock handling processes.
- Ensure deliveries are processed accurately and within required timeframes.
- Maintain accurate records relating to stock, deliveries, and documentation.
- Support the wider retail operation by ensuring store stock requirements are met promptly.
- Ensure all procedures are followed in line with company standards, including health and safety.
- Work collaboratively with colleagues to maintain a safe, organised, and efficient warehouse environment.
- Handle all stock with care to minimise damage and loss.
- Act as an ambassador and role model at all times, promoting the values of the Charity.

Qualifications, Skills, Experience, Knowledge & Approach

- Good level of basic education.
- Experience in a warehouse or stock handling role desirable.
- Strong attention to detail and organisational skills.
- Ability to work efficiently in a fast-paced environment.
- Understanding of safe working practices.
- Ability to work independently and as part of a team.
- Excellent IT skills including Microsoft Office and digital communication platforms.
- Commercial awareness and understanding of customer engagement.
- Experience working with volunteers desirable.
- Self-motivated, adaptable, and enthusiastic with a positive attitude

Communication

- Clear and effective communication with supervisors.
- Ability to follow written and verbal instructions accurately.
- Works cooperatively as part of a team.
- An accessible, visible, and credible ambassador for the Hospice.
- Ability to communicate with empathy, professionalism, and sensitivity

Decision Making

- Ability to prioritise workload and meet deadlines.
- Identify and report discrepancies/damages.
- Maintain accuracy under pressure.
- Work within procedures while adapting to operational needs.
- Strong organisational and planning skills.
- Adaptable, flexible, and able to work under pressure when required.
- Ability to manage confidential information appropriately.
- Excellent attention to detail and follow-through.

Mental & Physical Consideration

- Adaptable, flexible and with excellent attention to detail
- Reliable and punctual, resilient and solution focused, hardworking and prepared to go the extra mile

YOUR LOGO
HERE

Company name

- Flexibility – willingness to work extra hours and change working pattern where needed
- Ability to move and handle objects, cages and loads including the use of appropriate equipment
- Able to concentrate for long periods and switch between competing tasks effectively

Working Conditions & Environment

- Ability to move and handle objects, cages and loads including the use of appropriate equipment
- Able to concentrate for long periods and switch between competing tasks effectively

Health & Safety

- Understand and comply with all Health and Safety, Fire and Infection Control regulations
- Complete all mandatory training and ensure compliance of direct reports and contractors
- Report and record any accidents or incidents and agree with the Director of Integrated Governance appropriate investigation, action and closed loop learning

Safeguarding

Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.

Last updated by:	Sam Lees	Date/Time:	30/06/2026
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