



Thames hospice

Job Title: Retail Distribution Manager

Salary: £30,014

Location: Reading Superstore,

Hours: 40 hours per week working 5 out 7 including weekends on a rota

Reports to: Superstore Manager

Responsible for: Drivers & Stock room team

Overview:

Our Retail team are looking for excellent people to bring their skills, values driven behaviours and commitment to ambition to deliver “quality of life, to the end of life, for everyone” to join our charity.

As one team we raise money, support each other whether in clinical teams, or corporate services to ensure everything runs efficiently and smoothly and delivers the best outcome for our patients and their families. Being part of a great team in a complex organisation is demanding, but also really rewarding. If you want to be part of our Retail team, then we'd love to work with you.

Culture:

We look for people who really care about their work and have huge amounts of compassion to give. If you want to work as part of a culture which develops your skills and values and builds your confidence to be the best version of yourself, then this is the right place for you. We work hard to look after our people, our patients, our families and our reputation.

All patients are Thames Hospice patients and therefore we always support the patient and their family irrespective of our individual role. We represent the wider charity and clinical model at all times.

Our organisational values are:



Compassion

Compassion for everyone in a safe and caring environment



Ambition

The desire and determination to serve everyone in our community



Respect

Respect for everyone's dignity



Excellence

Committed to excellence in everything we do

Responsibilities:

The Retail Logistics Manager is responsible for the effective management of donated and purchased goods within our Reading Superstore. This role ensures that all stock is handled, stored, processed, and distributed efficiently, safely, and in line with the charity's mission, policies, and regulatory requirements.

The postholder oversees stock quality, and logistics operations, working closely with our Superstore team in maximising the value of donations, reducing waste, and supporting income generation for the charity.

Care with Agility: *excellent care and support tailored to patients and families in their preferred setting:*

- To maintain excellent knowledge of Thames Hospice so that patient, family, staff and volunteer queries can be answered correctly
- Supports the smooth running of the shops by being flexible and proactive in daily tasks, and responding to incoming calls and emails, whilst organising the area team allowing a steady flow of income to improve patient care.

Financial Sustainability: *generating sustainable funding with integrity to ensure excellent hospice care:*

- Promotes sales through excellent customer service and product knowledge.
- Minimises waste and uses resources responsibly to support Thames Hospice's financial goals.
- To support the achievement of budgeted sales targets and maximum profit
- To manage and ensure we are working as effectively and efficiently as we can promoting sustainability

Supportive Culture: *fostering an inclusive, compassionate culture, ensuring outstanding care and management:*

- Works collaboratively with staff and volunteers, contributing to a positive team environment, with a friendly and approachable attitude.
- Demonstrates respect, empathy, and professionalism in all interactions.
- Supports new team members and volunteers through encouragement and guidance and strong communication.
- Upholds Thames Hospice's values and commitment to equality, diversity, and inclusion.

Extending reach: *expanding access to our services, ensuring equitable care for all, especially underserved communities:*

- Welcomes and engages with customers from all backgrounds with warmth and respect.
- Promotes awareness of the Thames Hospice's mission and services through positive representation.
- Supports community events, campaigns, or outreach activities when required.
- Helps create an inclusive space where everyone feels valued and supported.

Specific Role Responsibilities:

Logistics, distribution and stock flow

- Manage the end-to-end logistics of furniture donations, bought-in stock, and customer deliveries
- Oversee donation collections, store transfers, and home delivery operations, ensuring the stock room is well organised
- Ensure that a high level of stock quality is achieved for all departments and sufficient stock is process to support the shop floor team in delivering expected sales targets
- Support the planning of vehicle routing, collection schedules, and warehouse capacity
- Ensure furniture moves quickly from donation to shop floor, maximising sales

- Manage relationships, waste contractors, and recycling partners
- Reduce waste and increase reuse, recycling, and resale in line with sustainability goals
- To manage company vehicles ensuring they are safe, roadworthy and maintained in line with company policy.
- To promote Gift Aid, including training of all staff and volunteers and ensure all administration procedures are followed in line with HMRC regulations.
- Support the Superstore team with furniture collections and deliveries and with the manual handling of furniture on the shop floor

Leadership, People & Volunteers

- Lead, support, and develop paid staff and volunteers to ensure both internal and external customer service levels are always delivered
- Create an inclusive, safe, and motivating environment for volunteers of all abilities
- Plan rotas, workload, and training to ensure service levels are maintained
- Work closely with HR and Volunteer teams to recruit, train, and retain talent

Performance & Continuous Improvement

- Monitor KPIs including, Gift Aid conversion, stock turnover, waste levels, and delivery performance
- Identify opportunities to improve efficiency, reduce costs, and increase sustainable income
- Support any implementation of process improvements across logistics, warehousing, and store operations
- Contribute to wider retail strategy and growth plans

Health, Safety & Compliance

- Ensure all furniture meets safety regulations (fire labels, electrical testing, mattress compliance)
- Maintain strict compliance with health & safety legislation across the warehouse, shop floor, and delivery operations- ensuring all documentation is kept up to date
- Maintain risk assessments, safe systems of work, and incident reporting
- Ensure vehicle, manual handling, and lone-working policies are adhered to

Experience:

Essential

- Proven experience in retail operations, logistics, or warehouse management
- Experience in charity retail or social enterprise
- Experience managing large or bulky products (furniture, homewares, white goods, etc.)
- Strong understanding of health & safety and operational compliance
- Experience working with volunteers or mixed paid/volunteer teams
- Strong organisational, problem-solving, and leadership skills
- Customer-focused with a commercial mindset aligned to charitable values

Desirable

- Knowledge of furniture safety standards and reuse/recycling operations
- Experience managing company vehicles
- Familiarity with EPOS and stock management systems

Special conditions of appointment to this role:

- Appointment is subject to an Enhanced Disclosure and Barring Service check*, and right to work in the UK checks.
- The role will involve travel so a driver with access to own vehicle is required