



British Heart Foundation

Candidate pack

Role: Stockroom Manager



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Appointment of Stockroom Manager

Dear Candidate,

Thank you for your interest in our role of Stockroom Manager at the British Heart Foundation (BHF).

It is my privilege to lead the Retail team for the UK's largest charity retailer.

BHF is strong, highly effective and well respected nationally and internationally. Our work saves lives – tens of thousands in the UK each year alone – and enhances the lives of many more. We have a big job on our hands - beating heartbreak from the world's biggest killers.

When it comes to retail, we are leaders in the sector. We have over 700 stores across the UK and ongoing expansion plans. We serve 60 million customers each year. Plus, we deliver annual profits of nearly £30 million that fund pioneering research into heart and circulatory diseases. We couldn't do it without our people who run a seamless operation, get a kick out of finding brilliant products, and deliver a first rate customer service.

This role is in the heart of our stores. Our Stockroom Managers work alongside the management team to deliver key objectives, ensuring that the store drives stock in and out to generate sales. Working with a variety of large furniture and homeware items you will motivate and lead a team of paid colleagues and volunteers to success.

We want an exceptional colleague who exemplifies and champions our values and behaviours; brave, informed, compassionate and driven. It's an incredibly exciting time to be part of our team. We are more ambitious and determined than ever – because the cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.


The BHF is also proud that we are working towards being a truly diverse organisation. Our growing commitment to equality and diversity spans across our organisation and we pride ourselves in being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to beat heartbreak forever, then we would be delighted to hear from you.

Alli Swaine-Hughes

Retail Director





Ghayan saved his son Jady's life after performing CPR on him when he was six years old

About the British Heart Foundation

We fund around £100 million of research each year into all heart and circulatory diseases and the things that cause them. Heart diseases. Stroke. Vascular dementia. Diabetes and many more. They're all connected by our research. Due to the current Covid-19 pandemic we expect that investment this year in new life saving research will fall from £100m to about £50m, and will not recover to historic levels for many years. Drawing on our values we are rising to this challenge and through our talented and committed teams we continue to innovate to ensure we engage our supporters to drive our life saving research.

We raise money to fund research to find better ways to prevent, detect, treat and cure heart and circulatory diseases. These diseases can happen to anyone and everyone. By funding the research that will find breakthroughs and end the heartbreak they cause, we hope to realise our vision of a world free from the fear of heart and circulatory diseases.

We were founded in 1961 and are the leading independent funder of cardiovascular research in the UK with a total annual income in excess of £335 million, an employee base of over 4,300, supported by a further 19,000 volunteers. We are also the UK's largest charity retailer with almost 730 stores.

In addition, we have built a strong cash and investments position to ensure we can meet our significant research commitments, even in times of uncertainty such as we now face.

Our life saving work is primarily advanced through long-term investment in medical research with an aspiration to invest £1 billion in cardiovascular research over the next ten years.

Our pioneering research has helped to transform the lives of people living with heart and circulatory conditions. The landscape of heart and circulatory disease is changing.

More people survive a heart attack or stroke than ever before, and that combined with an ageing population means more people are now living with a heart or circulatory disease and need help. We will continue to fund life saving research, vital prevention and survival activity and ensuring quality care and support for everyone affected by heart and circulatory diseases.

Working in retail

Let us share our story so far...

Our entire Retail directorate began with two very determined fundraisers from Leicester, Dorothy and Anne. From their BHF loan of £2,000 to set up a single shop, 32 years later their legacy lives on, with over 700 stores across the country. We are the UK's largest charity retailer. We've opened an average of one new store every fortnight for the past 32 years.

We fully appreciate that we have a role going beyond being a great charity retailer. We will continue to connect with our local communities who generously offer gifts of reusable quality goods or by giving their time and volunteering in our stores.

In addition to raising funds for the BHF, we also reduce clothing and furniture waste right across the UK. Our stores make a huge environmental impact by preventing around 70,000 tonnes of unwanted items going to landfill every year. We receive 1.6 million items donated to our home stores and 9.8 million bags of donated items, and we will continue to build upon our reuse agenda in the years to come.

Innovation is key. We have embraced eBay in the last five years and our dedicated centre in Leeds generates over £5 million. Our partnership with Gumtree, where we list 1,000 furniture items a week, is unique; the website shows what is for sale in your local area. We have established great partnerships with other mainstream retailers and other organisations whereby we can offer them stock solutions for their returns or end of lines that they maybe need a solution for.

We have both the systems and capability to be able to take an array of products. This is due to the scale of our retail estate, but also due to our significant online presence.

We fully understand that we need to ensure we create enjoyable, rewarding and safe environments so we can attract great calibre staff and retain volunteers who chose to give their time to support BHF retail. It's important that our teams feel valued and thanked for the incredible contribution that they make.



Our story

When we were founded in 1961, heart and circulatory diseases caused over half of all deaths in the UK. Sudden death from a heart attack at the age of only 50 or 60 was so common it was thought to be just a fact of life.

But with unwavering public support, BHF-funded researchers began to pioneer a revolution in the understanding and treatment of conditions like coronary heart disease. Today, 7 out of 10 people survive a heart attack in the UK.

We want better ways to identify people at risk and help people avoid disease

7,400,000

Around 7.4 million people are living with heart and circulatory diseases in the UK today – that's double the number of people living with cancer and Alzheimer's disease combined



Since we were founded, our research has helped to reduce deaths from heart and circulatory diseases by half.

But we cannot stop now.

Heart and circulatory diseases still cause untold heartbreak for millions of families. And although we have made great strides in solving many big problems in the past, continued and emerging challenges demand a bold new approach. As survival from heart attack and stroke continues to rise, more people are living to an older age, often with multiple chronic conditions that require new kinds of treatment and care. The number of people living with vascular dementia, for instance, is forecast to more than double over the next three decades. Rising risk factors like obesity and diabetes are putting our progress at risk, and health inequalities still persist.

We know research is the answer to these challenges. And we need to act now. Only through continuing to push the frontiers of scientific discovery, embracing the opportunities of our digital new world, and developing truly innovative solutions, will we be able to turn back the tide.

By building evidence, influencing decision-makers and involving people in their own health and care, together we can drive change at a national, local and community level.

We can prevent more people developing heart and circulatory diseases in the future, and make sure those with existing conditions and risk factors are detected and treated early, with more effective medicines and interventions.

We can ensure that everyone, regardless of factors like gender, age, ethnicity, or where they live, has access to the treatment, care and support that they need.

And we're ready for the challenge.

Our story

Our track record speaks for itself.

Heart transplants, pacemakers, clot-busting drugs and statins are just a few examples of the countless advances in heart and circulatory health and care propelled by our world-class medical research.

The BHF currently funds over half of all non-commercial research into heart and circulatory diseases carried out in the UK.

Over the last year, we awarded £99.7m in world-class, life saving medical research. Every penny helps us support researchers who are working tirelessly to beat the heartbreak caused by heart and circulatory diseases.

Like many charities, the Covid-19 pandemic has had a significant impact on our funding and we are having to cut our spend on new research awards by half this year from £100 million to £50 million. The shockwaves from such a drop in funding for heart and circulatory disease research will be profound, stalling progress in making the discoveries we urgently need.

This is an ongoing crisis, and the severity of the situation has hugely impacted our ability to raise vital funds and led to many difficult organisational decisions. However, with the strength of staff, volunteers and supporters behind us, we have responded effectively and will continue to navigate our way through these uncertain times.





Our response to Covid-19

The beginning of 2020 signalled the start of an exciting new decade for the BHF. Our 730 shops were open, hundreds of events were in the calendar, and our world-class scientists were continuing vital research. Over the coming months, so much changed. The Covid-19 coronavirus outbreak meant we had to quickly re-align our priorities.

Protecting our income

Along with many other charities, the outbreak of Covid-19 had a huge impact on our ability to raise funds. Following government guidance, we immediately closed all our shops and stores and cancelled all public fundraising events – including our flagship London to Brighton Bike Ride. Our supporters also postponed many community events, including bake sales, coffee mornings and raffles. But despite the magnitude of the challenges faced, our staff and volunteers showed patience and tenacity. Their quick responses led to the development of a range of virtual fundraising products that would help us to generate income. These swift actions, coupled with the generosity of our supporters and the capacity of our reserves, put us in a strong position to come through the crisis.

Looking to the future

We have a clear strategy to realise our vision of a world free from the fear of heart and circulatory diseases, and we will continue to focus on what's important to us: funding life saving research and providing support and information to those affected by heart and circulatory diseases.

Our fundraising activities will continually evolve to reflect “the new normal”, and we will support our staff and volunteers to adapt to new ways of working.

During this time of inevitable change, we will draw upon our values to guide us. Taking decisions in the face of uncertainty will require bravery. Making the best possible decisions will rely on being informed and working with our partners. And our compassion for people affected by heart and circulatory conditions, alongside our supporters, volunteers and colleagues will be key. Above all, we will be driven to bring about positive change for our beneficiaries.

The changes we want to see in our world by 2030

By 2030, we want to see advances across the spectrum of heart and circulatory diseases; we want to prevent these conditions from developing and we want those with existing conditions to have better, longer lives. These advances include:

Better survival and recovery from heart disease

- We want cures for inherited heart conditions
- We want every child born with a heart condition to lead a long and healthy life
- We want thousands more people to survive a heart attack
- We want to mend broken hearts
- We want to prevent people having heart rhythm problems
- We want to triple the number of people surviving a cardiac arrest

New and better treatments for circulatory diseases

- We want to halve the number of people dying from or being disabled by a stroke
- We want to find ways to prevent and treat vascular dementia

Better prevention and management of risk factors

- We want better ways to identify people at risk and help them avoid disease
- We want everyone to breathe clean air and to live in a smoke-free UK
- We want a world in which the healthy choice is the easy choice
- We want everyone to know how to reduce their risk of heart and circulatory diseases

Longer, better lives for everyone

- We want everyone's treatment to be personal to them
- We want everyone to have access to the best available treatment and care
- We want everyone to get the physical, psychological and social support they need





Our strategy to 2030

Our strategy to 2030 will get us closer
to beating heartbreak forever

These are our values

Our values express who we are and what we stand for. They are the spirit and culture of our organisation. Because the way we work together, knowing what to expect of each other, knowing what we expect of our leaders, knowing what's expected of

ourselves, we're able to live our values. We are fearless in our approach. Together, we can beat heartbreak forever to create a world free from the fear of heart and circulatory diseases.



We're brave

We speak out. We're decisive. We're innovative



We're compassionate

We're open and honest. We respect others.
We promote our cause



We're informed

We work together. We're clear.
We're curious



We're driven

We're focused. We're determined.
We keep learning



Diversity & inclusion

Heart and circulatory diseases do not discriminate. We are committed to beat heartbreak for everyone and we are also committed to being an inclusive employer. Our equality and diversity agenda spans across our charity, we pride ourselves on being an inclusive employer and we endeavour to place diversity at the heart of everything that we do.

We want all our colleagues, volunteers and supporters to bring their true selves to work.

Our Kaleidoscope group is made up by representatives from each directorate and our activities span across the diverse landscape which is prevalent in all of our communities, encompassing accessibility to work for people with caring responsibilities, working parents, disabilities, age, people from racially underrepresented groups, LGBT and many more strands of diversity.

We strive to embody diversity and inclusion from recruitment to appointment and with all BHF colleagues, volunteers and supporters.

We have begun to develop affinity groups, which are spaces for colleagues from underrepresented groups currently spanning, religions and racial and ethnic groups; to feel connected, included and heard.

Whilst working for the BHF, you will be actively encouraged to bring your true self to work. You'll find a culture where colleagues are inquisitive about diversity and keen to get involved in all activities that make individuality part of what we do every single day.

We want to beat heartbreak from heart and circulatory diseases for everyone. We will only achieve this by welcoming colleagues from all backgrounds to come and be part of our BHF family.





Our benefits

We all achieve more together when we're happy and healthy

As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here.

But more than that, we provide opportunities that are completely unique to the British Heart Foundation, such as going behind-the-scenes of cutting edge research, meeting scientists who are paving the way for future cures, and hearing from people who have directly benefited from the research we fund.

We've been recognised by the Chartered Institute of Personnel and Development (CIPD) for our Live Well. Work Well. programme and we're passionate about creating a mentally healthy workplace for everyone. From lunch time yoga and pilates to mindfulness sessions and team sports, we know there's more to work than targets and being behind a screen.

Because we all achieve more together when we're happy and healthy.

Our generous benefits include:



Annual leave

Your work-life balance is important to us and our annual leave allowance of 25 days plus bank holidays is among the best in the sector.



Healthcare

We offer a health cash plan including dental cover and gym discounts for store-based colleagues.



Live well. Work well.

Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.



Pension

It's essential to save for your retirement. Everyone is eligible to join our group pension plan after three months up to a maximum employer contribution of 10%.

Job specification

Job description

Job title	Stockroom Manager		
Directorate	Retail		
Team	Home		
Reporting to	Store Manager	No. of direct reports	0
Budgetary responsibility	NA		
Job level (HR use only)	7	Date	Oct 2020

Role priorities

- To ensure that all daily movement of stock at our Home stores is undertaken safely and is accurately recorded using the Codegate system. To ensure the stockroom & related operations are run efficiently and deputise for the Manager or Assistant Manager as required.

Key duties

Store Collections

- Check van drivers' collection sheets on arrival to the store, ensuring that all jobs are completed.
- Enter the reason for non-collection on the van driver's docket for the Store Manager's attention.
- Contact all 'non-collection' donators to apologise, thanking them for their donation. Amend details on the driver's form.
- Ensure all collections comply with Pay per Job procedures.
- Check stock for fire labels and its condition for sale. If stock is below acceptable standards, ask drivers to dispose of it.
- Log items in the appropriate way (using dual stickers with stock number included). If items consists of a number of parts e.g. table and chairs, all parts should be stickered with a completed yellow price ticket. Stock numbers to be entered on the collection docket.
- Items should be stored safely in an orderly fashion (in the stockroom or store floor as appropriate).
- Label all stock with the relevant Gift Aid codes, maintaining customers' personal Gift Aid information in an orderly manner.
- Yellow price tickets to be fully completed in accordance with the current process (attached to the product).
- Receive drivers and co-ordinate delivery of all collections.

Store Deliveries

- Ensure that drivers are issued with delivery dockets every day.
- Store sold stock in daily picking areas for ease of retrieval/delivery.
- Ensure that drivers have the correct stock for every delivery docket issued.
- If drivers return with undelivered items, the stockroom operative should inform the manager and rebook the job. Items should be stored in an appropriate area.
- Be responsible for the preparation of deliveries/customer collections and assist drivers with the safe and careful van loading of stock.

Key duties (cont)

Store replenishment

- Ensure sold items are removed from the store floor as soon as possible after each sale. Store items in a sold goods/customer collection area organising them into delivery days.
- Avoid damage to stock ensuring all parts of the items are kept together and clearly marked with the customer's name, delivery/collection date and docket numbers
- Spaces on the store floor need to be replenished quickly, ensuring replacement stock is clean and ticketed. Customer Collections & Donations
- Assist customers bringing in donations, following the same procedure as 'store collections'.
- Assist customers in carrying stock to their vehicles and sign their receipt, marking it 'collected'.

Stock Storage

- Allocate space within the storage area, split into:
 1. Daily delivery bays.
 2. Refurbished White Goods suppliers.
 3. New Goods.
 4. Electrical items.
 5. Overstocks by Department.
- Ensure stock is stored in the correct area and in a safe manner.
- Ensure that all tickets are easy to read when identifying specific items.
- Ensure that donated electrical goods are stored in three sections:
 1. Awaiting all tests.
 2. Function tested but awaiting PAT Test.
 3. Available stock that has both been function and PAT tested and cleaned.
- White goods to be stored in same manner but may be in a different area.
- To be trained in PAT testing and test items on a regular basis as required.

Housekeeping & General duties:

- Ensure the warehouse is kept clean and tidy at all times. All stock should be stored according to Health & Safety guidelines.
- Assist in all cleaning, construction and preparation of stock prior to display on the store floor.
- Dispose of un-saleable/damaged stock according to policies and guidelines, ensuring that confirmation is received from the Store Manager, and that the relevant register is endorsed.
- Encourage all staff to adopt a positive work ethic. Behave in a respectful and professional manner towards one another.
- Comply with all British Heart Foundation procedures, including Health and Safety regulations.
- Promote and process Gift Aid according to the British Heart Foundation policy.
- Manage a team of volunteers to help achieve all of the above.

General:

- Any other duties as appropriate.
-

Person specification

Knowledge, training and qualifications

- Good level of general education
- IT literate and numerate
- Knowledge and understanding of health and safety regulations
- Knowledge or understanding of UK electrical compliance policies is highly desirable
- A knowledge and understanding of the BHF cause and its objectives

Experience

- Experience of working within a stockroom in a large retail organisation
- Previous experience of stock control
- Previous supervisory experience

Skills and Attributes

- Good organisational skills
- Strong numerical skills
- Strong team player with the ability to work collaboratively with others
- Good leadership skills with the ability to motivate a team
- Ability to work under own initiative
- Approachable with a can do attitude
- Enthusiastic
- Flexible
- Committed to achieving the highest retail standards at all times
- Results driven but with a recognition of right result, right way

Safeguarding

At the British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistle blowing service so people can raise any concerns they have confidentially



British Heart Foundation



Palirey's
Flats 1 & 2

How to apply

To apply for this role please use the apply button via the jobs page on our website. Our process involves submitting your CV and a covering letter, which should outline your interest and explain how you meet the criteria stated in the person specification.

All applications are managed by our Recruitment Team. If you wish to speak with a member of the team regarding the role and your application please contact them on careers@bhf.org.uk

Early application is encouraged as we will review applications throughout the advertising period and reserve the right to close the advert early should we receive a sufficient number of applications.

Heart transplants. Clot busting drugs. Pacemakers.
Breakthroughs born from visionary medical research. Research
you fund with your donations.

Heart and circulatory diseases kill 1 in 4 people in the UK. They
cause heartbreak on every street. But if research can invent
machines to restart hearts, fix arteries in newborn babies, build
tiny devices to correct heartbeats, and give someone a heart
they weren't born with – imagine what's next.

From heart attack and stroke, to vascular dementia and heart
failure, we won't stop funding research until we can cure and
treat every single one. Our research is the promise of future
prevention, cures and treatments.

The promise to protect the people we love. Our children. Our
parents. Our brothers. Our sisters. Our grandparents. Our closest
friends.

**You and the British Heart Foundation. Together, we will beat
heartbreak forever.**

Beat heartbreak from  heart diseases  stroke  vascular dementia  diabetes