

Goods FOR Good

Providing a lifeline of vital goods to people in crisis

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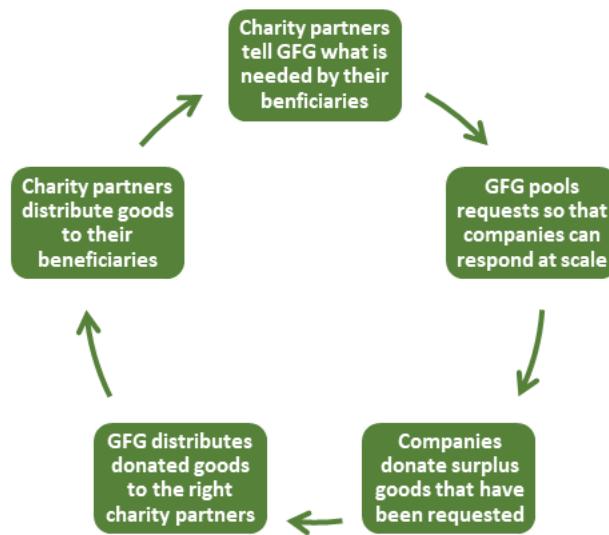
Operations and Logistics Supervisor Role Description

Commitment and Terms	
Salary:	£29,000 per annum + benefits
Hours:	Full-time, permanent role
Location and Travel:	Our charity hub is in Watford, Hertfordshire, and our warehousing operations are in Northampton and Biggleswade, so having your own car is essential. Flexible working arrangements, including hybrid working.

Organisation Overview

Goods For Good was established in 2014 to provide a lifeline of essential goods to vulnerable communities in the UK and around the world, and we do this at scale.

The essential goods that we distribute include clothing, footwear, bedding, toiletries, and hygiene goods. They are donated to us by UK manufacturers, retailers, and communities and sorted and packed for us by volunteers. Our work both relieves poverty, improving the lives of extremely vulnerable people, and makes a positive contribution to Net Zero by diverting unwanted, unsold, or overstocked goods from incineration or landfill.



The goods reach the most vulnerable people via frontline charity partners which are supporting older people, refugees, and asylum seekers, the homeless, women rescued from trafficking, families living in deep poverty and more.

Since its inception Goods For Good has also responded to events such as Afghan refugee crisis, Cost-of Living crisis, Ukraine war, and the Turkey/Syria Earthquake. Providing essential goods to families and vulnerable



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people in the UK and overseas. We continue to respond quickly and efficiently to humanitarian crises overseas.

Last year, Goods For Good distributed more than £26 million in aid, helping over 448,000 people living in extreme poverty.

By providing footwear, clothing and other essential items, we helped to restore dignity and offer hope to individuals and families facing the toughest circumstances.

Our vision is a world where all useable unsold and unwanted goods are distributed to people in need rather than being sent to landfills. By redistributing surplus goods to those in need, Goods For Good aims to improve lives, restore dignity, and protect the environment.

Role Summary

We are a small charity with a significant impact. You will contribute to all operational areas of the charity including logistics and ensuring its smooth daily running, and movement of donations. The role encompasses stock management and administration, charity partner engagement, general operations, logistics, and volunteer support. You will be exposed to all aspects of working for a charity. The role will suit someone who is a positive, self-motivated person and happy to roll up their sleeves and get stuck in to ensure that the goods which are donated to us reach the most vulnerable people in the UK and around the world as quickly and efficiently as possible.

Goods For Goods is based in Watford but our major stock holding is with 3rd parties in Northampton and in Biggleswade. This role will require regular visits to both external warehouses to inspect received stock, supervise stock consolidation and to support stock allocation and container loading operations.

There is a huge amount of scope for growth and additional responsibility depending on the successful candidate's own personal strengths and interests.

Key Responsibilities

Logistics

- Manage the receipt, storage and dispatch of stock to the Watford hub: keeping it in good order, labelled and safely stored
- Update the stock management system for Watford for retailer stock to ensure an accurate record of daily stock levels and stock movements is available to all staff and for audit
- Check and verify the receipt and dispatch records and stock levels for Biggleswade and Northampton

- Inspect receipt stock at Northampton and Biggleswade to verify the type of stock and update systems accordingly
- Manage consolidation activities at Northampton and Watford to ensure all stock is consolidated and made ready for dispatch in a timely manner
- Ensure all stock transfers and stock consolidation activities are recorded in the stock management system
- Carry out regular stock checks at all three sites and ensure stock levels are accurate
- Liaise with UK charity partners regarding stock availability
- Fulfill UK charity partners' orders by sorting and packing goods as requested in a timely manner
- Organise transport for the movement of stock between the 3 depots as required by the COO
- Record receipt of stock and distribution of donations from retailers and to charities onto the CRM database

Operations

- Match exceptional donations to suitable charity projects
- Manage individual volunteer sessions for sorting & packing of goods and liaising with Corporate Volunteer coordinator
- Administration
- Assist with any general administrative requests as required including general office duties, answering phones and responding to emails
- Maintain and update the CRM database (including donor; partner; donated stock and stock distributed to charity partners records)
- Track and report on organisational metrics, performance, and impact

Person Specification

Essential:

- Previous logistics experience and a understanding of logistics, warehousing and stock management processes
- Previous administrative experience and excellent organisational skills.
- Able to use programs within Microsoft Office Suite particularly Outlook and Excel
- Numerate and confident with data
- Excellent written and spoken English is essential.
- Comfortable and confident engaging with people at all levels — trustees, donors, corporate supporters, charity partners and members of the local community.
- Able to handle an ever-changing workload and prioritise tasks well.
- Hold a clean driving licence and have a car to be able to drive to and from Northampton and Biggleswade (expenses paid)
- Be of suitable fitness to move boxes within a maximum weight limit 12kg.

Desirable:

- Previous experience with a CRM or other database

Application Process

Applying through [CharityJob](#) allows us to ask a small number of pre-screening questions, which help us understand your experience and motivation alongside your CV.

When applying, you'll be asked to upload:

1. Your CV
2. Answers to a few short questions related to the role

Please note: Applications close on Saturday 14 February, however we review applications on a rolling basis, so we encourage you to apply as soon as possible.

We are an equal opportunity employer committed to diversity, equity and inclusion in all aspects of our work and recruitment practices.