



**Post of: Distribution Assistant  
(part time)**

**Job information Pack**

**March 2024**

# Secret World Wildlife Rescue

Secret World Wildlife Rescue (SWWR) exists to relieve the suffering of British wildlife, to encourage respect and tolerance for wildlife and to further its conservation. SWWR strives to do this by:

- providing a public rescue, rehabilitation and release service for injured, sick and orphaned wildlife;
- providing a learning and outreach programme, public education and access to a unique wildlife experience;
- disseminating information and data, delivering professional training, and helping conservation projects, to improve knowledge and raise standards of wildlife care across the UK.

## Our Vision

Our vision is to prevent wildlife suffering needlessly and to inspire, in everyone, a love and understanding of wildlife and the countryside.

## Our Mission

SWWR's mission is to:

- Provide a rescue service caring for sick, injured and orphaned wildlife;
- Rehabilitate the animals in our care and return them to the wild wherever possible;
- Be a respected source of expertise and centre of excellence where all British wildlife can receive the best care;
- Inspire learning about the world of British wildlife, encouraging everyone to discover what they can do to protect it.

## Our Work

We believe that no creature, no matter how small, should be left to suffer, that we have a duty to intervene to relieve that suffering and to care for them until they are strong and fit enough to return to the wild.

We are on-site 7 days a week, 365 days a year, and work predominately across Somerset, Bristol and the surrounding area. As a result of our expertise, our reputation has grown, and we frequently take cases from across the UK including many from the Royal Society for the Prevention of Cruelty to Animals (RSPCA) and the Wildlife Trusts. Our volunteer response drivers are equipped and trained to rescue all types of British mammals and birds, and bring them back to Secret World for treatment, or take them direct to the nearest veterinary surgery as appropriate. We have 45 employees working alongside a strong and committed volunteer workforce. Our new purpose-built Wildlife Treatment Centre provides an excellent working environment, alongside our wildlife rehabilitation facilities.

Our treatment areas, recovery and special rehabilitation enclosures are designed specifically for the different needs of the wildlife we care for. These include enclosures for foxes and badgers, where they can forage and dig as they would in the wild, water enclosures for the otters and swans, so they can preen and build their natural oils and large aviaries for garden birds and birds of prey, all away from human contact so they have the best chance of reverting to the wild once they are strong enough to be released. The progress of all our wildlife patients is regularly reassessed so that we can be sure that any animal released back into the wild is able to survive and live a natural life.

An opportunity has now arisen for an outstanding Distribution Assistant to join our Retail team.

## Job Description & Person Specification

**Job Title:** Distribution Assistant

**Date Prepared:** March 2024

**Location:** Highbridge, Somerset

**Job Purpose:**

To assist in the delivery of a safe, secure and well-maintained environment at Secret World Retail Hub including other property interests for example the Charity's shops. To be directly involved in the cost-effective movement of stock around Secret World Wildlife Rescue shops, its vehicles and general equipment. Ensure compliance with health and safety regulations, the Charity's policies and statutory standards. To keep the Retail Hub clean and tidy.

**Responsible to:** Retail Support Executive

**Relationships:**

The postholder is expected to foster excellent working relationships with Charity Shop employees, volunteers, and supporters. As a member of the Retail Team, the postholder is also expected to work inclusively and collaboratively across the organisation with other employees. At all times working within the SWWR Behaviours Framework.

**Main Responsibilities:**

1. To be directly involved in the Secret World Wildlife Rescue charity shops and to collect donated items and transport between shops using the company vehicle.
2. To assist with online sales, picking and packing goods.
3. To be able to move heavy crates of stock around the Retail Hub and make the most of the storage space available.
4. Interact with members of the public when collecting individual donations/dropping off at the Hub.
5. Be able to identify items of value for online selling.
6. To be actively involved with onsite waste including site clearance and emptying of bins, in accordance with SWWR policy.
7. To manage a small team of volunteers.
8. To undertake any other such duties as directed which may be appropriate in order to achieve the Charity's objectives.
9. To work in a tidy and organised manner.
10. Regular driving of company vehicles between shops and where required, elsewhere.

**Person Specification:**

Essential (E) Desirable (D):

**Experience and Knowledge:**

- 1.1 A proven record of customer service experience (E)
- 1.2 Experience of retail and retail operations. (D)
- 1.3 Some evidence of experience of successfully implementing storage plans and understanding risk. (E)
- 1.4 An understanding of the voluntary sector and its challenges. (D)
- 1.5 IOSH or similar health and safety knowledge. (E)
- 1.6 Experience of working in a warehouse (E)

**Skills and abilities:**

- 2.1 Exceptional people skills. (E)
- 2.2 Able to work tidy & be organised(E)
- 2.3 Work safely within health & safety guidelines (E)

- 2.2 Good problem-solving skills. (E)
- 2.3 Ability to prioritise workload and work unsupervised. (E)
- 2.4 Tact, diplomacy and sensitivity. (E)
- 2.5 Energy, self-motivation and enthusiasm, to be able to do what is needed and go the extra mile for the Charity. (E)

**Other:**

- 3.1 Demonstrate an understanding of the context within which we work. (E)
- 3.2 Good level of secondary and technical education.(E)
- 3.3 To be able to demonstrate a flexible approach to work, with an ability to work weekends when required. (E)
- 3.4 Possession of a clean driver's license. (E)

**Note:**

This job description is not exhaustive and will be reviewed from time to time and amended by mutual agreement. The postholder will receive regular review together with an annual job appraisal with the manager to review progress, job description and performance in post.

**Employment Details:**

Salary: Equivalent to NMW  
Hours: 22.5 hours P/W as required by the charity  
Probation: 6 months probationary period  
Holidays: Holiday year runs from March - April. For every 520 hours of work, you would be entitled to 7.5 days of Annual Leave, which will be pro-rated for the number of hours you actually work.  
Pension: SWWR provides a workplace pension to eligible employees.

**How to apply**

Interested candidates should send a CV to [jobs@secretworld.org](mailto:jobs@secretworld.org) as soon as possible. Short-listed candidates will be asked to complete an application form. If you would like to discuss this role further, please contact [marlies.hebdon@secretworld.org](mailto:marlies.hebdon@secretworld.org) or 01278 574903

Closing date for applications: 1<sup>st</sup> April 2023

Indicative interview dates: Week commencing 15<sup>TH</sup> April 2024

## Advert

### Distribution Assistant - Secret World Wildlife Rescue (SWWR)

**Salary:** Equivalent to NMW

**Location:** Highbridge, Somerset

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The Charity is on-call 6am to Midnight, 7 days a week, 365 days a year, and operates across Somerset, Bristol and the surrounding areas. We have 40 employees working alongside a strong and committed volunteer workforce. Employees and volunteer response drivers are equipped and trained to rescue all types of British mammals and birds. After appropriate veterinary care, these animals are rehabilitated on site and eventually released back to the wild. Our new purpose-built Wildlife Treatment Centre provides an excellent working environment, alongside our wildlife rehabilitation facilities.

**Contract:** Permanent

**Salary:** Equivalent to NMW

**Hours:** 22.5 Hours

**Holidays:** Holiday year runs from March - April. For every 520 hours of work, you would be entitled to 7.5 days of Annual Leave, which will be pro-rated for the number of hours you actually work.

**Responsible to:** Retail Support Executive

**Pension:** SWWR provides a workplace pension to eligible employees.

**Probation:** 6 months probationary period

**Benefits:** Employee Assistance Programme, E-learning opportunities; staff discount scheme.

Must have a clean driving licence as will be required to drive company vehicles.

Please note all applicants must have the legal right to work in the UK.

## How to apply

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Due to the number of applications we receive, we reserve the right to close this application process when we have received enough suitable candidates. Unfortunately, owing to the large number of job applications we receive, we are unable to respond individually. If you have not heard from Secret World within 4 weeks of applying, please assume that you have not been successful on this occasion. Thank you for your interest in working for Secret World Wildlife Rescue.