

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Warehouse Operative
DEPARTMENT: Operation Christmas Child (OCC) Operations & Logistics (O&L)
REPORTING TO: Warehouse Manager
JOB TYPE: Temporary Fixed Term (1 November – 19 December 2026)
Full time, 35 hours per week. Saturday overtime will be required
Samaritan's Purse National Ministry Centre (NMC), Coventry
DATE ISSUED: October 2026

1 MAIN PURPOSE OF JOB

Provide practical operational support and some basic administrative functions during the OCC shoebox collections and processing period. This will facilitate the safe, efficient and cost-effective volunteer operation involved in resourcing, receiving, collecting, processing and exporting OCC shoebox gifts through the network of processing centres during the peak period of 1 November to 19 December 2026.

Shoebox gifts enable UK churches and individuals (together with schools, workplaces and other groups in their local communities) to engage in OCC's mission to demonstrate God's love in a tangible way to needy children around the world and together with the local church worldwide, to share the Good News of Jesus Christ.

2 POSITION IN ORGANISATION

- The role will be within the OCC O&L department covering the whole of the UK
 - Reports to the Warehouse Manager
 - The role is based at the Samaritan's Purse National Ministry Centre (NMC), Coventry
 - Collaborates closely with multiple departments across Samaritan's Purse & the Billy Graham Evangelistic Association.
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3 PRINCIPAL RESPONSIBILITIES

Loading and Unloading Operations

- Assist in the **unloading of multiple delivery vans** of shoeboxes each day, including cartoning and palletising loose shoeboxes.
- **Load and unload other incoming stock** (e.g. Shoebox Online, [SBO] gift items and gifts in kind) and **outgoing stock** (kit for other processing centre).
- Use manual pallet trucks (training provided) or forklift (if qualified) to **move stock from storage to processing areas** and vice-versa.
- Assist in **loading processed shoebox cartons** (1,000 cartons up to 20 kg each) **on lorries and containers for export** (3-4 per week).

Processing Centre Support

- Work with other staff and volunteers to **check, seal and palletise cartons of processed shoeboxes**. This will include taping together a sufficient stock of empty cartons for each processing session.

As Job Descriptions are for guidance and evolve over time, Samaritan's Purse International will review, amend, and update the Job Description, from time to time in consultation with the post holder.

- Support the process of checking shoeboxes by **feeding cartons of unprocessed shoeboxes onto the rollers** and unloading the rollers of processed cartons for sealing and palletising (for traditional shoeboxes and SBO.)
- Assist in the **set-up of processing tables** before each volunteering session and **tidying up afterwards**. This will include clearing and recycling spoiled cartons and shoeboxes, and other surplus cardboard and rubbish from the warehouse floor and using the cardboard baling machine. This vitally contributes to a positive experience for hundreds of volunteers and seeks to eliminate trips and hazards.
- If time allows, serve as a **Processing Centre Host** at NMC guiding and supporting volunteers in processing shoebox gifts and other related activities, e.g. processing and managing stocks of replacement gifts. Complete other duties in and around the warehouse.

Resource Fulfilment

- Assist in preparing and **dispatching processing materials** (e.g. outer cartons and tape) to the 6 other processing centres.
- **Drive vans** (medium wheelbase or Luton) on return day trips to deliver materials and cartons of shoeboxes or bring them back from other processing centres (e.g. Burnley, Cardiff, Leeds, London.)
- Assist in preparing **stocks of replacement shoebox gifts, and Shoebox Online items**, and pop-up processing centre kits.

Data Processing

- Undertake **basic data entry tasks**, including **scanning barcodes** so supporters can learn the destination country of their shoeboxes.

Personal Development and Other

- Participate in devotions and prayer support for the ministry, its donors and volunteers
- Maintain a strong Christian witness to volunteers, colleagues, suppliers, charitable beneficiaries, and the public
- Maintain a personal relationship with the Lord, involvement with a local church and a journey of personal discipleship
- Support the OCC staff team in prayer, encouragement and active support as we all play to strengths within the overall ministry.

4 OCCUPATIONAL REQUIREMENT

- In accordance with the Equality Act of 2010 and due to both the nature and context of the role there is an 'occupational requirement' for the post holder to be an evangelical Christian. The job holder should be committed to the purpose of SPI and be able to demonstrate enthusiasm for the Christian purposes of the organisation and be able to live out, hold to, support and contribute to its Christian ethos.

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PERSON SPECIFICATION

JOB TITLE: Operation Christmas Child Warehouse Operative

SKILLS	ESSENTIAL	DESIRABLE
Interpersonal	- Strong positive attitude - Able to establish professional credibility and build good working relationships with others. - Able to influence. - Able to work flexibly - Strong team working skills whilst also able to work independently. - Able to work under pressure	Evidence of leadership
Communication, Literacy, Numeracy and IT	- Good organisational skills - Good administration/PC skills - Good listener	

EXPERIENCE	Experience of working as a volunteer and with volunteers in charity, church or personal environments	Knowledge of volunteer management
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QUALIFICATIONS	Minimum of Grade C in Maths & English GCSE, or equivalent.	Previous experience of working in a warehouse
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ATTRIBUTES		
Commitment to purpose of SP	- Can demonstrate enthusiasm for the Christian purpose of the organisation. - Able to support the organisation's Christian ethos.	
Occupational requirement to be an evangelical Christian	- Demonstrates a personal Christian Faith - Seeks to commit matters to prayer	
Work approach	- A positive and flexible approach to work. - Able to use initiative and proactively identify what needs to be done before being asked. - Able to work alone but also in a team context - Maintains a strong Christian witness to colleagues, suppliers, donors and the general public. - Person must demonstrate ability to be flexible with changing roles and needs as the office grows and changes.	

CIRCUMSTANCES	ESSENTIAL	DESIRABLE
Physical Health	• Able to lift and carry cartons of up to 20kgs short distances or heights. • Able to work most of the day standing up or walking around the warehouse.	
Working Hours	• Able to work outside core office hours (9am – 4pm), i.e. some evenings and some Saturdays during collections and processing season. Time off in lieu will be granted and out of hours working is shared equitably across the staff team.	
Travel		Able to travel occasionally elsewhere in the UK (e.g. to a one-week pop-up processing centre). Usually a day trip but potentially an overnight hotel stay.
Driving		Qualified and experienced or willing to drive small, medium or larger vans. Qualified to drive a forklift truck. Prior experience of using manual pallet trucks