



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Distribution and Collections Administrator

No of Posts: 1

Salary: £12.60 per hour (£10483.20)

Status: Part Time, Substantive

Hours: 16 hours per week over 4 days

Holidays: 22 days plus Bank Holidays per annum

Based at: Wigan Town Centre Location

Responsible to: Distribution Projects Team Lead and Warehouse Manager

Accountable to: Queen's Hall Action on Poverty Trustees

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received. <https://hr.breathehr.com/v/distribution-collections-41444>

Closing Date: 30th June

Interviews: w/c 7th July

SUMMARY The Brick is a growing charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. This is an exciting opportunity for an exceptional individual to provide back-office support to our retail and warehousing projects.

Job Purpose

The purpose of this role is to provide a comprehensive and coordinated business support service to the charity and customers. The successful candidate will co-ordinate the following functions: -

Brick Furniture Welfare – co-ordinating the referral processes, procurement of and subsequent delivery of welfare items (beds, tables, chairs, crockery etc) to families in need. –

Brick Retail Collections and deliveries – co-ordinating the delivery and collection of donated furniture items into and from storage. Key Duties and Accountabilities The following duties and responsibilities are intended to give a broad indication of the variety of tasks that the postholder may be asked to undertake. This job overview is not an exhaustive list and will be subject to ongoing review.

General Duties

- To administer the furniture welfare, retail stock and transport and referral processes.
- To provide advice and information as appropriate to all enquiries that may arise in relation to these services.
- To ensure that messages are taken for delivery staff when they are not available.
- To manage the van schedules for all deliveries/collections
- To manage all correspondence via email or telephone with customers who donate pre-loved items to us.
- To negotiate value for money with suppliers when procuring goods for welfare and client support
- To develop a social media presence to influence the general public and businesses to donate their preloved goods to The Brick.

General

- Ongoing liaison with other staff and participation in team activities and meetings to ensure effective team working and communication
- Undertake general housekeeping duties to maintain a safe working environment
- To provide clerical support to project staff including: word processing; database maintenance; desktop publishing and photocopying
- To undertake any duties as required by the Warehouse Manager/Team Manager within the post.
- To work flexibly in order to meet the needs of the service, showing commitment to working as and when required. Due to the nature of this work the post holder may be required to work occasional weekends, early mornings and evenings, with time off in lieu given accordingly.
- To provide support with managing second hand sales accounts
- Willing to support in the warehouse as and when needed

The post holder will be required to work with minimum supervision, demonstrate an ability to work independently and overcome challenges to working with complex situations.

The duties and accountabilities detailed in this document describe the post as it is at present. The post holder is expected to accept any reasonable alterations to this job specification that may from time to time be necessary and as agreed with their line manager. This includes the natural development of the role and the post holder in the role.

QUALIFICATIONS AND SKILLS

- Excellent IT skills
- Good knowledge of Vinted and Ebay
- Be highly organised
- Ability to work on initiative and with minimal supervision
- Have experience of a range of administrative tasks
- Have an excellent telephone manner
- Be flexible

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's approach to Progress with Unity and as such we are asking for applicants who demonstrate an understanding of these values. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

MONITORING AND EVALUATION

Ensure that evidence and data is accurate, maintained and submitted to funders by specified deadlines. Be responsible for maintaining performance management databases and QHAP in house database.

HEALTH AND SAFETY

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions. Ensuring mentors are following Health and Safety Procedures and all incidents or near misses are recorded and acted on appropriately. Reporting any incidents to relevant Manager.

DIVERSITY

Understand and implement The Brick's Equality and Diversity Policy

OUT OF HOURS

Be willing to undertake work during out of hours, including weekends and evenings when necessary. Be willing to undertake and assist in fundraising activities which may occur out of hours working. Promoting fundraising for the Charity.

General

- The post holder will be expected to:
- Operate all financial procedures in line with Queen's Hall Action on Poverty.
- Ensure that the Electronic Database Case Management System is up to date at all times, if applicable
- Perform any other duties consistent with the broad objectives of the post. Participate in individual performance review and respond to agreed objectives. Attend and be an active participant in team meetings, team training and other internal meetings etc.
- Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.
- Be aware of professional standards expected in the service, in terms of holistic person centred delivery, required ongoing personal and professional development.
- Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines
- Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act 2018 and Confidentiality Policies.

- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty
- To at all times deliver the service in line with and adhere to the Policies and Procedures
- To undertake other duties when required in order to aid in the smooth running of the Project.
- To promote good communication within The Brick and the Charity as a whole.
- To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.