

## **JOB DESCRIPTION**

This Job Description is neither final nor exclusive and the range of tasks would embrace many incidents and situations which are not stated but require initiative and common sense to be applied.

**JOB TITLE:** Donation Centre Supervisor

**REPORTS TO:** Operations Manager

**DATE:** 11<sup>th</sup> July 2023

**HOURLY PAY:** £13.20

### **PRINCIPAL ACCOUNTABILITIES:**

- Managing all donations including;
  - a. Receipt of donations
  - b. Sorting of donations including determination of needed items
  - c. Coordinating washing, drying, ironing and storage.
  - d. Receipt of any deliveries of new items
- Managing and motivating the volunteers including ensuring timely communication, allocating jobs as required, ensuring volunteers are signed in and have completed the correct paperwork and that all relevant training is completed and all policies are adhered to.
- Maintaining a safe working environment ensuring all staff/volunteers adhere to COVID and H&S safe procedures.
- Liaising with staff at the Referral Centres to establish specific demand for items.
- Clearance of excess/unwanted stock to be recycled through Bags 2 School and other organisations.
- Managing the Little Black Dress Shop
- Organising Corporate volunteer days with the Volunteer Co-Ordinator and keeping in touch with fundraising team for any possible opportunities
- Liaising with organisations about volunteering opportunities such as schools, churches etc
- Replying to enquiries from the public and organisations about donations
- Ensuring that the centre is kept clean and tidy.

### **SKILLS:**

- Focused on customer service and committed to achieving consistently high standards.
- Effective when working independently and as part of a team.
- Excellent communication skills (in person, on the phone and in writing) and forms good working relationships.
- Handles and resolves conflicts in a constructive manner.
- Shows flexibility and initiative.
- Planning and administration skills
- Personal organisation and time management skills (able to manage a significant number of concurrent tasks and objectives)
- ICT proficient

### **PERSON SPECIFICATION:**

- Competent in using IT

- Numerically proficient
- Full driving licence.
- Displays professionalism and confidence
- Calm under pressure
- Demonstrates drive and determination; hard-working and positive with a 'can do' approach; likes challenges