



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: Referrals Supervisor

Reports to: Operations Manager (Becky Russell)

Salary: £28,000 p/a

Date: 5th September 2023

Your normal hours of work are 37.5 hours per week. The following conditions apply to your hours:

1. Working hours are 9:30am to 5.00pm.
2. You will be working Monday-Friday. However, on occasion you may be asked to instead work evenings and weekends if required by the needs of the charity.

Key Responsibilities:

- Supervise the Referrals Department, including processing referrals, answering referral queries, managing staff performance, and ensuring department goals and objectives are met.
- Train and supervise staff and volunteers. Including
 - Stock management volunteers
 - Referrals volunteers
 - Phone volunteers
 - 3 Referrals co-ordinators
 - 1 Referrals Admin
- Maintain accurate records and reports and ensure that all departmental policies and procedures are followed. Provide referrals data when requested.
- Work closely with other people within the charity such as the fundraising team and donation centre to ensure the continued success of the charity.
- Strengthen and form new relationships with community organisations and referrers to ensure clients receive the best possible service.
- Attend, lead and participate in regular staff meetings.
- Supervise the referrals process, including:
 - Making up referrals of clothing and other essential items when required.
 - Updating of the referral database
 - Maintaining stock levels
 - Responding to referral emails and liaising with referring organisations and clients
- Assisting with Corporate volunteering days, where required.
- Assisting with fundraising and events, where required.

Skills:

- Focused on customer service and committed to achieving consistently high standards.
- Ability to supervise people effectively.
- 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).
- Evidence of past supervisory or management experience.

Person Specification:

- Kind, non-judgemental, and compassionate attitude.
- Competent in using IT.
- Displays professionalism and confidence.
- Calm under pressure.
- Demonstrates drive and determination; hard-working and positive with a 'can do' approach; likes challenges.
- Full driving licence.