

JOB DESCRIPTION

Senior Volunteer Rochdale Resource Centre (Distribution)

Job description

Purpose

To support the charity re-distribution operation, supporting the recycling of donated items, to support local and selected organisations either financially or by re-donated items to families in need directed to us by social workers and other approved groups. Supporting the operation in other areas when required

Key Accountabilities

1. Lead the sorting of donated items
2. Maintain storage disciplines
3. Accurately Preparing requests for collection
4. Provide excellent customer service
5. Maintain and safe, secure and clean environment
6. Participate in the supervision of other team members

Actions

SORTATION

Ensure donations are fit for purpose, clean and working. Storage or re-donation, any items that are unsuitable prepare for recycling organisations or waste disposal.

PREPARING ITEMS FOR SALE

Clean items and see they are working, replacing batteries where required.

MAINTENANCE OF STORAGE

Product grouping is important to assist selection avoid random dumping please ensure given sections are not contaminated, All items should be easy to collect, regular cleaning of shelves can enhance displays, damaged products and fittings should be replaced where individual displays are set up these should be maintained to a high standard

PREPARATION AND COLLECTION OF ITEM REQUESTS

Keep regular opening times; make sure we have staff presence during our opening hours by liaising with Mick. where prior knowledge of items required have been notified, begin to prepare where possible. Most cases will be selected on arrival by the recipients and we should help in the selection, where items are stored in the other location then recipients may need to be redirected, make sure your colleagues at these venues are advised. Recipients should be accompanied by a social worker

EXCELLENT CUSTOMER SERVICE

Because 90% of the experience is in personal interaction, things to do include being polite, helpful and respectful of recipients requests. Being prepared to go that extra mile offering a smile, never saying I don't know instead of I'll find out. Ensure you contribute to a good working relationship with your co-volunteers working in harmony.

SAFE SECURE WORKING ENVIRONMENT

Keep walk ways clear of obstructions, regular sweeping and hoovering on a daily basis, ANY hazards you find should be corrected as soon as possible real or perceived, if you cannot correct then inform the most senior Volunteer. Clean as you go should be your motto. Accident should be recorded in correct manner (including near misses). When at work always consider the safety of others. Only use approved cleaning materials and read instruction before use. Deputise in the opening and closing of the shop ensuring all doors and escape and entry routes are open during trading times and locked securely at the end of day. Be part of the key holders.

SUPERVISION OF VOLUNTEERS

Support in the planning of activities, give clear direction to the colleagues of jobs to be done, work with and encourage job completion. Help with training and induction of new volunteers. Recognise good work.

Personal Attributes

Whilst not essential would be preferred

Team player, Flexible working hours, organised, methodical, strong work ethic, reliable and trust worthy with a willingness to take on other responsibilities Varying levels of numeracy, literacy and reasonable communicative skills