

# Job Description

**Post Title:** Charity Collection Manager [CCM]

**Contract:** Full Time/Permanent

**Location:** Castleford

**Salary:** c £25K

**Interview location:** Castleford

**Functionally reporting to:** MD, Senior Management Team [SMT]

**Responsible for the following personnel:** Once in post you will be responsible for the recruitment of Operations staff teams/Admin and Warehouse assistants – as and when required

**Job Purpose:**

Utilising the existing model, methods and processes, the purpose of the job is to expand our depot in Castleford and increase profits.

The post holder will be responsible for managing and running the facility, and for ensuring it is efficient, effective, and profitable.

The Centre is set up, but the first priority will be to recruit and train self-employed staff teams. Using existing recruitment and training programmes, the aim is to achieve standardisation of operational practice and corporate quality standards across regions.

The medium /long term aim of the job Spring - Summer 2017: Using knowledge and experience gained alongside the operations - set up the necessary infrastructure needed to expand operations in order to create further warehouse-training centres across UK.

**Principal Responsibilities:**

With ongoing, support from colleagues in the London team, the post holder will ensure:

1. Quality and tonnage targets, budget and environmental objectives are met - on time and on target
2. The operation is profitable - providing regular financial updates to show progress info to SMT
3. The effective recruitment and training of staff
4. The operations team achieves maximum efficiency working within a health and safety remit
5. The development of a high level customer care culture within the team – particularly important to a 'highly visible' team of operatives

## Key Duties

1. As a high profile representative for Clothes Aid, it will be a duty to act professionally, honestly with integrity and discretion at all times when carrying out the duties and responsibilities of this job.
2. CMM Operational Management Role:
  - 2.1 Develop a detailed plan outlining the steps, required to set up a collection Warehouse -Training Centre, taking into account, budget, resources time lines and targets.
  - 2.2 Working in consultation with SMT you will be responsible for:
    - Security/stock and quality control systems/processes
    - Tracking and monitoring systems for collections and storage
    - Transport and mapping systems to ensure, speed and efficiency
3. Recruitment / Training/Team Building/Capacity

The CCM will be responsible for managing all areas of recruitment, training and team building as follows:

- 3.1 Staff Recruitment - ensuring:
  - All recruitment plans and documentation comply with company policy and procedure
  - Budget forecasts are shared and agreed with SMT
  - Selection plans, interviews, selection decisions are made in line with legal requirements
  - A database is set up to record details of all recruitment and selection campaigns
  - Responsible for liaising with East European agents, organizing/managing open days, developing contacts /networks etc. to ensure recruitment of operational staff, including self-employed teams [Eastern European/English speaking team leaders] as required
- 3.2 Staff Training:
  - Ensure all aspects of training are standardised and corporate in approach
  - Delivered using existing training programmes as well as developing new programmes as and when appropriate, in line with policy and good practice
  - Assessed /evaluated to measure results - extent to which training has resulted in increased staff understanding and implementation of team operational roles, policy and work standards/conduct.
  - Monitored using internal systems/training database, to record and capture all relevant information for future analysis.
- 3.3 Developing Team Building initiatives and effective communication systems to ensure:
  - Staff understand clearly what is expected of them in their job, roles, team responsibilities
  - Collection staff understand and adhere to policy standards of service delivery and customer care
  - Good working relationships and partnerships with operational staff, and internal and external stakeholders and partners

### 3.4 Responsible for Building Capacity and developing operations

The CCM will be responsible for:

- Working closely with collection staff building team work and commitment
- Setting Performance Indicators and targets for teams [in line with existing model]
- Monitoring team progress and performance; motivating, and encouraging teamwork
- Ensuring regular, effective supervision, coaching, job review and team meetings
- Using policy, procedure and good practice methods, in planning, directing and co-ordinating the collection team operations [maximising performance results and improving productivity, and profitability].

### 3.5 Overall Operational responsibility includes:

- Organising collection team work, transport and rotas/schedules – setting targets
- Regularly monitoring/evaluating team results against targets/checking efficiency and economy.
- Using evaluation results /monitoring information /staff feedback you to develop/improve working
- Producing regular written reports[and statistics], progress updates and briefings for SMT on a daily, weekly and monthly basis as required

#### Day to Day Management:

1. Manage all aspects of the operation on a day to day basis including:
2. Budgets - financial management Eg. Monitoring of expenditure [including office supplies] to ensure cost and quality are obtained
3. Safe keeping of all company assets [Eg. Equipment, goods, cash]
4. Oversee the planning and maintenance of equipment and vehicles
5. Responding to customer queries and issues - resolving/acting on these promptly and satisfactorily
7. Maintaining standards of health and safety, hygiene and security in the work environment

#### Principal Accountabilities Competencies & Attitudes

1. From time to time attendance at management meetings in London
2. Occasional travel for work within the UK/Europe.
3. Occasional weekend working
4. A full clean, current driving licence – no bans

The post holder will be expected to undertake their duties demonstrating the following core competencies

- A commitment to the company.
- Effective communication and positive influencing skills.
- A customer-focused attitude.
- An openness to change.
- An appreciation of equality at work.
- Leadership - as appropriate to the job roles and responsibilities
- A spirit of team working. with colleagues across the organisation
- At all times working efficiently, effectively and flexibly.

Please note - This is a description of the duties and responsibilities of the job at date of publication. The duties may change over time as requirements and circumstances change. The post holder may have to carry out other duties as may be necessary from time to time