

Job Description

Post Title: Charity Collection Manager [CCCM]

Contract: Full Time/Permanent

Location: Stoke-On-Trent

Salary: c £25K + OTE bonus

Interview location: Stoke-On-Trent

Directly reporting to: Operations Manager [OM]

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, and with guidance and support from the OM, the purpose of the job is to successfully set up and establish a profitable Collection Operations Warehouse.

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

A key priority will be to recruit and train newly employed staff teams. Working in collaboration with the Operations Manager [OM], and 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: Using knowledge and experience gained - set up the necessary infrastructure needed to expand operations in order to create further warehouse-training centres across Northern England.

Principal Responsibilities:

With ongoing, support from the OM and 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 CCM and 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. Set up a collection Warehouse

2.3 Working in consultation with OM and SMT you will set up:

- 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

In consultation with Operations Manager 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 OM and 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 Hungarian and other East European agents, organising/Managing open days developing contacts /networks etc. to ensure recruitment of operational staff, including self-employed teams [Hungarian/English speaking team leaders] as required

3.2 Staff Training:

- Carried out in liaison /collaboration with the Operations Manager to 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 Scotland 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 CCM/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. Ensuring contracts, buildings insurance etc. are in place and up to date
4. Safe keeping of all company assets [Eg. Equipment, goods, cash]
5. Oversee the planning and maintenance of equipment and vehicles
6. 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
