

## Person Specification

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

**Date:** August 2017

**Contract:** Permanent

**Location:** Stoke-On-Trent

This job encompasses a range of activities including setting up and developing a new operation, managing a supply chain/customer services, organising product collection and distribution, use of IT and human resources - facilities management.

This document sets out the essential criteria you will need, to be able to carry out these activities effectively. Your application form, interview and the final appointment decision will be based on an assessment of your ability to match these criteria. Please bear this in mind when preparing to apply for this post.

### Method of Assessment:

A - Application form   I – At Interview   T – Job related test at interview

1. Education/Qualifications/Training:	A	I	T
Do you have any operational or management training or qualification you would like us to consider? Eg. <ul style="list-style-type: none"> <li>• Health and safety</li> <li>• CIPD / HR - Staff Recruitment /Training</li> <li>• Transport/distribution or logistics;</li> <li>• Business management – targets; Staff and team performance</li> <li>• Operational management – project management/quality control/monitoring standards</li> <li>• Business information systems /IT– for planning purposes/setting up rotas etc.</li> </ul> Good professional standard of written and spoken English are essential [A Hungarian speaker would be an advantage, but is <u>NOT</u> essential for this post]	All	All	*
2. Knowledge and Experience of:	A	I	T
1. Setting up and managing a successful scheme/initiative/operation or similar 2. Planning steps involved in setting up and managing an efficient facility Eg. Security, storage, stock control etc. 3. Designing and delivering staff training 4. Planning recruitment initiatives – recruiting staff 5. Developing operational goals and translating these into action plans /steps 6. Planning and prioritising staff work [schedules, logistics rotas] 7. Recruiting and training staff – understanding of the processes and steps involved 8. Implementing stock and quality control methods and systems 9. Implementing monitoring systems to check speed & efficiency 10. Managing day to day administration and management issues including 11. supervision, distribution, customer services and personnel management	All	All	1 2
3. Skills and Abilities: I] Personal Management Skills	A	I	T
1. Effective time management and planning skills 2. Sets work goals and targets	All	All	1 2

<ul style="list-style-type: none"> <li>3. Effective organisation skills a clear understanding of principles of prioritisation</li> <li>4. Monitors, tracks and evaluates work [targets, systems, performance targets]</li> <li>5. Uses information to identify problems, solutions – improvements</li> <li>6. Works flexibly, in a fair and focused way</li> <li>7. A “hands on” management style and a pro-active leadership attitude</li> <li>8. Positively influence others to focus on improvement and results</li> <li>9. Remains calm and professional when working under pressure</li> <li>10. Resolves challenging issues, in a range of situations in a timely, professional way</li> <li>11. Manages in a way that gains respect /co-operation from staff teams and colleagues</li> </ul>	All	All	6 8 10 11
<b>li] Staff /People Management Skills:</b>	<b>A</b>	<b>I</b>	<b>T</b>
<ul style="list-style-type: none"> <li>1. Effective team leadership – encourages team work, co-operation and collaboration</li> <li>2. Delivers efficiently to deadline, to target on budget</li> <li>3. Motivates and develops staff, using a range of positive methods</li> <li>4. Works with teams with a focus on building a capable customer focused culture</li> <li>5. Uses effective delegation and performance management skills</li> <li>6. Sets and assesses targets, monitors and evaluates performance results</li> <li>7. Confident in taking action/steps to ensure performance problems are managed fairly and promptly</li> <li>8. Confident, reporting as appropriate [in line with company policy] to resolve issues and achieve positive outcomes/results</li> <li>9. Build professional working relationships with a range of people</li> </ul>	All	All	1
<b>lii] Operational Management:</b>	<b>A</b>	<b>I</b>	<b>T</b>
<ul style="list-style-type: none"> <li>1. Has set up and planned an operation [or similar] together with necessary systems to ensure speed, efficiency and best value</li> <li>2. Applies the principles required to organise, arrange and run a safe and secure facility/workspace [or similar]</li> <li>3. Clearly understands from experience, the importance a systematic approach to managing logistics/ operations or similar</li> <li>4. Sets work schedules and staff rotas to deliver on target results [outputs]</li> <li>5. Carries out risk assessments in planning, builds contingency into all operational plans</li> <li>6. Uses staff feedback to anticipate factors likely to cause problems for staff and builds contingency, seeking out viable options</li> <li>7. Ensures safekeeping of company assets, equipment, inventory, cash etc.</li> <li>8. Regularly evaluates the effectiveness of the operation [or similar]. Oversees/checks standards, ensures achievement of quality and quantity.</li> <li>9. Collects/ monitors/analyses operational problems Eg. customer complaints , identifying patterns/ trends –seeks prompt resolution to avoid repetition</li> <li>10. Co-ordinates the use of automated and computerised systems</li> <li>11. Experienced in how to plan for growth – increased future capacity</li> <li>12. Oversees - planned maintenance of all equipment [office, site, vehicles, IT etc]</li> </ul>	All	All	5
<b>4. Communication Skills:</b>	<b>A</b>	<b>I</b>	<b>T</b>
<ul style="list-style-type: none"> <li>1. Communicates professionally, effectively with a range of people – internal and external to company clearly, in writing, [letters/E-mails, in meetings and on telephone.</li> <li>2. Writes briefings, progress reports, improvement proposals [rotas etc.]or similar, in an accurate and clear way</li> <li>3. Communicates operational plans, standards, and targets to staff in a way that can be understood and followed accurately.</li> <li>4. Communicates problems in a timely way, working with others to find solutions.</li> </ul>	All	All	1 3

5. Aware of appropriate tone, language and personal behaviour in all communication, as a team leader and company representative			
6. Presents information clearly in a training environment uses Power Point or similar			6
<b>5. IT/ICT</b>	<b>A</b>	<b>I</b>	<b>T</b>
1. Proficient keyboard skills	All	All	
2. Able to use appropriate software packages and other tools to develop systems Eg. Rotas, work flow logistical and transport, operational plans; effectively set up - databases, spreadsheet using software packages such as Microsoft Word, Outlook, Excel and PowerPoint Excel/Word or similar			2
3. Able to input, interrogate and retrieve information using database/spreadsheets			
4. Able to use appropriate resources – to carry out research			
5. Able to analyse research information gleaned and present findings in a clear, accessible way			5
<b>6. Finance:</b>	<b>A</b>	<b>I</b>	<b>T</b>
1. Able to plan a budget and monitor expenditure	All	All	
2. Able to set up profit and loss accounts for the operation			
3. Able to provide financial updates to show progress			
4. Able to provide estimates Eg. Staffing. transport, plant, equipment – improvement etc. when necessary			4
5. Awareness of the cost of inefficiencies - able to factor these into plans as part of risk assessment and contingency			5
<b>7. Competencies, Accountabilities &amp; Attitudes:</b>	<b>A</b>	<b>I</b>	<b>T</b>
1. From time to time to attend management meetings in London	All	All	
2. Willing and able to undertake occasional travel for work within the UK/Europe.			
3. Willing and able to occasionally work at the weekend			
4. A clean, current UK driving licence with no bans			
The post holder will be expected to undertake their duties demonstrating the following company core competencies:			
<ul style="list-style-type: none"> <li>• A commitment to the company - acting as high profile point of reference for people from within/outside the company Eg. Charity partners</li> <li>• Effective communication and positive influencing skills</li> <li>• A customer-focused attitude</li> <li>• An openness to change</li> <li>• An appreciation of equality at work</li> <li>• Leadership - as appropriate to the job roles and responsibilities</li> <li>• A spirit of team working. with colleagues across the organisation</li> <li>• At all times working efficiently, effectively and flexibly.</li> </ul>			

**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.