



## Job description and person specification

### Collection Protection researcher and investigator

Clothes Aid is a well-established social business. We collect donated clothing across the UK, which is sold to raise money for a number of our charity partners including the NSPCC, Make-A-Wish and other well-known charity brands.

Working with the Business Manager and the Operations Network Team, the Collection Protection researcher and investigator will research risks in the field and understand the operating arena. The role will also be a resource to tackle threats, such as theft of donations, with various methods like stakeouts, investigations and as a deterrent presence in the field supporting collectors in protecting their collections.

The role will develop and run a collection protection campaign in Ireland and Great Britain.

The role is varied and includes exploring and understanding all aspects of the external operating environment with a view to eliminating theft of donations and bogus collectors.

It will include research and analysis and involve liaising with a range of external agencies and authorities such as the police and Trading Standards. You will also be involved in helping harden our network as a target, and reducing vulnerability by assisting the Operations Manager in raising standards of service delivery mainly with training of, and advising collection teams.

A good telephone manner is essential together with excellent written and communication skills.

Directly responsible to: Business Manager

\*The job will be based in London, however, you will regularly spend time working around Great Britain and in Ireland on day trips with the occasional overnight stay.

## **Principal accountabilities and responsibilities**

### **The post holder:**

#### Collection Protection

1. Will efficiently and effectively work to minimise the problem of theft of donations by researching the issue and actively targeting criminals
2. Developing ideas to both design out crime and also harden the network as a target
3. Will efficiently and effectively maintain, update and interrogate an intelligence database
4. Will liaise with enforcement authorities and other stakeholders with a common goal of reducing criminality around clothing donations
5. Will undertake research (both in the field and desk-based) analysis and problem solving
6. Will communicate with a range of people through various media and support the business manager in public affairs work related to this area of the business

#### Training and development of Collection Teams:

1. Will work with the Operations Manager and franchisees to support the improvement in standards of collections so as to promote excellent team working and customer care, and ensure the integrity of the collections are maintained both from internal and external threats.

<p><b>What does the role consist of?</b> Duties, tasks and responsibilities</p> <ul style="list-style-type: none"> <li>• undertake research (both in the field and desk-based) analysis and problem solving</li> <li>• actively target criminals and bogus collectors</li> <li>• developing ideas to both design out crime and also harden the network as a target</li> <li>• support team manager in lobbying for support with agencies and government</li> <li>• develop and run a collection protection campaign in Ireland</li> </ul>	<p><b>Why is it needed?</b></p> <ul style="list-style-type: none"> <li>• understand the operating arena and to be a physical resource to tackle and reduce risk from theft and poor behaviour</li> <li>• support for our teams to protect their collections</li> </ul>
<p><b>How implemented</b> Methods, tools and techniques</p> <ul style="list-style-type: none"> <li>• field and desk research</li> <li>• analysis</li> <li>• problem solving</li> <li>• in the field collection protection activities</li> <li>• lobbying and campaigning for protection and support</li> </ul>	<p><b>Key skills and qualifications</b> Skills, knowledge and abilities</p> <ul style="list-style-type: none"> <li>• obtaining information</li> <li>• report writing</li> <li>• analysing lots of information from different sources</li> <li>• finding information from various sources and investigations</li> <li>• critical thinking</li> </ul>