



## PROPER JOB OPERATIONS MANAGER JOB DESCRIPTION

<b>Job title:</b>	Proper Job Resource Centre – <b>Operations Manager</b>
<b>Reports to:</b>	Proper Job Chief Executive Officer and Board of Trustees
<b>Responsible for:</b>	Department heads (textiles, books etc.), Yard Workers and Volunteers
<b>Salary:</b>	£10 an hour
<b>Hours:</b>	32 hours per week
<b>Probation period:</b>	3 months
<b>Place of work:</b>	Market Field, Crannaford Industrial Park, Chagford, TQ138DR.

### Main purpose of job

To manage the day to day operations of the Resource Centre, the Operations Manager is the Line Manager for all Yard Staff and Departmental Heads liaising between staff and the CEO. The job includes full managerial responsibilities for all aspects of the day to day work routine at the Resource Centre. This includes all sales departments, administration, maintenance, transport, pricing, training, logistics, health and safety, policy integration and site security.

### Responsibilities

#### The Operations Manager will:

1. Working alongside the CEO to ensure the Resource Centre site is well organised, tidy and clear of items/materials that are of no positive value to Proper Job.
2. Have strong leadership skills and great people skills (managing staff and being the charities face to the public)
3. Be able to work at least one weekend and month and stay until the end of the day to manage the close down and opening up. Approx. 4 days a week (32 hours)
4. Be responsible for Systems and Recycling – Booking skip collections, RTS and world of books etc. Also the administration needed on recycling figures and reuse figures – responsible for filing one week after quarter end.
5. Assist in implementing the Gift aid System and managing it from then onwards and assist with programming and maintaining the till and staff training. Making sure the till is being cashed up correctly and data entered correctly.
6. Along with the CEO, ensure that all staff, both waged and volunteer, have appropriate induction and training to perform their duties. Assessing training requirements and refreshing staff education where appropriate.
7. Co-ordinate volunteers making sure Proper Job utilises vital volunteering resources, actively seeking volunteers advertising positions.

8. Ensure correct PPE is worn by members of staff appropriate to the circumstances of their duties.
9. Provide Staff training. Developing a handbook for staff training, and ensuring all staff are appropriately trained for their role.
10. Update the pricing handbook and keep an up to date digital record, updating what we can and can take and re printing new.
11. Manage bookings of collections and deliveries in the Proper Job van. Liaising with clients to achieve a safe and effective collection or delivery.
12. Identify and recommending opportunities for the success of the Resource Centre and in consultation with the CEO implement these initiatives. Participating with forward planning. Implementing new systems to improve the site and make it more efficient.
13. Undertake general administration tasks, like answering emails, admin around, finances, recycling and reuse credits etc.
14. Communicate at all levels with customers, suppliers and service providers.
15. Act as an ambassador of the charity at the yard and actively promote our charitable aims.
16. Through liaison with the CEO or acting as M.O.D.(Manager on Duty), delegate the planned days' work duties during the morning meet up, aiming to complete and enable the meeting to finish within a twenty minute time slot starting at 9:30am. Facilitating a staff meeting monthly, and assisting with staff grievances.
17. Liaise with Uptown and ensuring that high worth/ seasonal items are kept back and collected. Managing rotation of stock and deliveries of furniture.
18. Delegate seasonal duties ; e.g. winter frost protection including turning the stop -cock off. Summer duties including plant watering and weeding.
19. At any Time: Discuss with the CEO or Board of Trustees any difficulty or concerns in performing these duties, or with sub-ordinates and customers that cannot be otherwise resolved.
20. Be capable and authorised to make executive on-the spot decisions and delegate workloads. The yard manager has the authority to enact policy verbally to staff regarding pricing, Health and Safety issues, attendance, punctuality and work assigned to employees.
21. Ensure that at the end of the day all staff leave the place tidy – surfaces clear, toilet clean etc. – jobs are finished
22. Operate a system for pricing donated items as accurately as is reasonably possible.
23. Deal with all correspondence and enquiries via email, phone and in person.
24. Assist with managing rotas and covering annual leave requests.
25. Having a good understanding of working with computers, till systems and have a basic understanding of Microsoft office programs such as Excel and Word.

### About Proper Job

Proper Job is a successful, community-led environmental charity, established in 1995, and located in the small, Dartmoor town of Chagford in West Devon. It is a locally rooted response to a global issue; that of wasted resources and the profound disconnect between what we buy and what we throw away. It aims to reclaim and retain these wasted resources on behalf of its community, challenging and changing perceptions in the process. By doing so, it also demonstrates to the world the level of change that is possible to effect from a grassroots level.

Proper Job has three arms: a community reuse centre on the edge of the town that takes people's unwanted items for reuse, composting and recycling (The Resource Centre), and another that is a second hand clothes and homeware boutique shop in the centre of town, that sells the best seasonal items donated to the centre (Uptown). The third arm is a trading subsidiary: a community wholefood shop and café, the Courtyard. All three arms deliver educational outreach work in line with Proper Job's charitable objectives. As such, they address the way we live in the world and the value we place on its resources, and seek to define a better, healthier future for people and planet.

Proper Job's vision is of a protected and preserved local environment; with local people taking active and positive responsibility for their wasted resources, by engaging in waste reduction, repair, reuse, composting and recycling. As a result the local natural environment is improved, resources are conserved, the community is healthier and more resilient and the shift in behavior brings with it positive economic impact.

Proper Job's charitable objects are described as follows:

For the public benefit, the protection and preservation of the environment, in particular, but not exclusively, by

- (a) the promotion of waste reduction, reuse reclamation, recycling, use of recycled products and the use of surplus; and
- (b) advancing the education of the public about all aspects of waste generation, waste management and waste recycling, in the United Kingdom.

#### How to apply

Please send a CV and covering letter to Alison Sallis [alison@proper-job.org](mailto:alison@proper-job.org) before Thursday 1<sup>st</sup> July 2019.