

Charity Link Job Description

Job Title: Project Manager

Hours: 37 hours per week

Reporting to: Director of Operations and Director of Marketing & Fundraising

Purpose of Job

To plan, manage and deliver on time and on target Charity Link's social enterprise, and to uphold the values, standards and mission of Charity Link.

KEY TASKS

The key responsibilities are:-

1. To establish and develop Charity Link's social enterprise business plan
2. To increase income through the social enterprise
3. Developing an action plan for long term project growth
4. Negotiate and procure stock
5. To manage all operational duties, stock management and sales
6. To be able to plan logistics and delivery
7. Recruit and induct volunteers and work experience placements
8. Ensure all staff and volunteers have appropriate training, supervision and designated tasks
9. Co-ordinate volunteer rotas, ensuring that set opening hours are adequately manned
10. Overseeing a secure database of volunteers, clients and agencies, being fully aware of General Data Protection Regulations
11. Ensuring day to day operations are competently carried out, taking account of seasonal requirements i.e. stock management, packing, data input, cleaning etc
12. Ensuring the social enterprise and outlets meets Environmental, Health and Safety, and Trading Standards
13. Arranging external training for volunteers, such electrical testing (PAT)
14. Delivering internal training for volunteers and support employability skills development e.g. Customer service, health & safety, Fire Safety, Best working practices, PAT testing, installations, lifting/fork lift and removal of old appliances
15. Ensuring all referrals are dealt with efficiently, within stipulated time-lines and with awareness of confidentiality and client sensibilities
16. Communicating with the media to promoting services and Charity Link in a positive way
17. Welcoming visitors onsite
18. Bringing to the attention of the Directors any concerns about the running of the project

This job description indicates the main areas of activity of the post. From time to time, however, other tasks and duties may be required but these will fall within the general area of responsibility of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you

PERSON SPECIFICATION

The candidate should be able to demonstrate the following knowledge, skills and ability:

Essential

1. Proven track record in project delivery
2. Proven track record in business development and income generation
3. Ability to plan and manage a rapidly developing and innovative project
4. Excellent verbal communication and interpersonal skills
5. Financial and budget management
6. Experience in stock procurement
7. Excellent sales and customer service skills
8. Excellent standard of IT including Microsoft Office (Word, Excel, and PowerPoint or equivalent)
9. Ability to develop strategies in order to balance and manage competing priorities
10. Ability to accurately and concisely produce written reports
11. Ability to liaise effectively with a range of individuals in different sectors, with potentially conflicting priorities
12. Ability to make public presentations
13. A creative and pro-active approach to all areas
14. Effective problem solving and resourcefulness
15. Ability to lead and work as part of a team and to manage people
16. Honesty and integrity
17. Ability to achieve targets and work to tight deadlines
18. A full driving licence including Class C vehicles

Desirable

1. Recycling/refurbishment, second hand retail
2. Knowledge or experience of stock management systems
3. Knowledge or experience of logistics and delivery management
4. Knowledge or experience of health & safety and best working practices
5. Volunteer management