

**Job Description and Person Specification**

**Operations Assistant**

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| **Job Title** | Operations Assistant |
| **Accountable to:** | Chief Operating Officer |
| **Working Hours** | Full time, 37.5 hours per week including rotational weekends |
| **Contract** | Permanent |
| **Location:** | Emmaus Cambridge |
| **Holiday** | 25 days per annum excluding bank holidays |
| **Salary** | £25,000 per annum |

**Overall Purpose of the Job**

The Operations Assistant is involved with the daily operation of the social enterprise (business) and help achieve the aims and objectives of Emmaus Cambridge, which includes supporting companions (the people who live at Emmaus Cambridge) and the broader community.

**Main Duties and Responsibilities**

* Support, coach and supervise Companions across various areas, including:
  + Sorting textiles
  + Shop floor
  + Warehouse (movement of heavy goods)
  + Donations hub (greeting customers and sorting donations)
  + Electrical shop
  + Collections and deliveries
  + House clearances
  + Markets, typically over weekends
  + Online sales
  + The tills/handling cash and providing excellent customer service
* Support with displaying merchandise
* Organise cleaning of business premises and general presentation of facilities
* Price and sell donated goods, on occasion, research pricing
* Identify potentially valuable items for valuation/auction/online selling.
* Support with the responsible disposal of unsaleable donations
* Reconcile till and petty cash
* Build rapport and work alongside volunteers, both regular and ad hoc
* Promote the concept of ‘solidarity’
* Be a positive role model for the Emmaus movement
* Drive vehicles, as required, on and off site
* Participate in morning meetings, staff meetings and contribute to decision making.
* Act as a key holder and open up and secure premises as required.

**Community support activities**

* Assist with integrating Companions into the social enterprise.
* Ensure appropriate sharing of information related to Companions with the staff team (including updating support logs)
* Support with the progression of companions, working with the support team where necessary
* Provide ongoing monitoring in accordance with community licenses, including random drug testing and use of a breathalyser
* Adhere to the Emmaus ethos and apply community rules fairly and consistently

**Additional duties to ensure smooth running of business and community as required**

* Active involvement in the delivery of the Emmaus Cambridge strategic plan
* Attend meetings and liaise with external agencies as necessary
* Perform any other tasks or duties as deemed necessary by the Chief Operating Officer and Chief Executive
* Undertake ‘on call’ duties as required. Training is provided

**General**

Emmaus Cambridge works with vulnerable people who have either experienced homelessness or have been at risk of homelessness. The people we support are called companions and live on our site at Landbeach Cambridge.

The role is integral in helping companions find their purpose in life by providing a safe, secure home and crucial work experience across the multiple areas of the social enterprise. The work experience offer across our social enterprise provides structure and is a vital tool which enables companions to build confidence and develop new skills. Alongside donations and fundraising, the social enterprise generates funds to enable the work of Emmaus Cambridge to continue and support the many acts of solidarity which directly benefit peoples in the community.

The social enterprise trades from Wednesday to Sunday and requires seven day working to prepare for trading days. The operations assistant will join a team of five full time experienced colleagues working a rota pattern of five working days across seven, typically with two non-working days together. The rota is produced on monthly basis. The successful candidate would benefit from experience in removals, retail, warehousing or logistics, or have appropriate transferrable skills. The nature of the work is varied and physical. Supervision is supportive and will involve leading by example and positive reinforcement of good practice.

As a small local charity it is essential that a good reputation is maintained, and this is supported by a selection of policies and procedures and excellent team involving volunteers, companions, colleagues and trustees. An appreciation for understanding professional boundaries is key as our work is undertaken is a location, which is a combination of residential and commercial.

Emmaus Cambridge is passionate about minimising waste and we act in an environmentally aware manner. Our aim is to ensure all resources are utilised effectively and efficiently, optimising income where possible and minimising surplus.

As highlighted volunteers are a vital resource and make a valuable and essential contribution and supervision will extend to include encouragement, development and support of this important group.

This is a very exciting role and one which enables you to play a play in making a positive difference to the direction of another person’s life. If you would like to find out more, we would encourage you to contact us to discuss this unique opportunity.

Any offer of employment will be subject to a satisfactory enhanced DBS disclosure.

**Operations Assistant**

**Person Specification**

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| Essential | Desirable |
| **Education:**   * GCSEs or equivalent, including passes in English and Maths. | * Qualification in removals, logistics or equivalent |
| **Skills:**   * Friendly manner demonstrating empathy, fairness, and professionalism. * Empathetic and diplomatic. * Good communication and motivational skills. * Willingness to undertake a broad range of tasks within the community. * Effective time management and organisational skills. * Effective written and verbal communication skills. * Effective IT skills, including Microsoft Word, Excel and Outlook. * Customer service skills. * Analytical and problem-solving skills. * Ability to work with a diverse group of people, including those who have lived experience of homeless or poverty. * Good negotiation skills. * Ability to work unsupervised and follow through to obtain results whilst also being a team player. * Confidence to delegate tasks. * Effective listener and ability to stay calm under pressure. | * Mediation, facilitation, and mentoring. * Commitment to the empowerment of homeless and disadvantaged people. * Creativity including provision of content for social media or website articles |
| **Experience:**   * People management and leadership. * Applicable work experience in this or a transferable field.i.e removals, logistics, retail, warehousing * Working within professional boundaries | * Experience in the charity sector * Experience in recycling and second-hand retail. * Understanding of second-hand/antique furniture and their potential value. * Importance of confidentiality and data protection * Working within retail and trading law. * Compliance with Health and Safety: Fire safety, COSHH, manual handling, risk assessment and first aid |
| **Other:**   * Holds a clean, full driving licence * Willingness to work flexibly including weekends by rotation and occasional evenings. * Willingness to undertake a DBS check |  |