



## JOB DESCRIPTION AND PERSON SPECIFICATION

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| <b>Job title:</b>       | Operations Co-ordinator  |
| <b>Reporting to:</b>    | Charity Founder  |
| <b>Salary:</b>          | £9,152 per annum (FTE is £20,020); this is £11 per hour  |
| <b>Hours:</b>           | 16 hours per week  |
| <b>Location:</b>        | 5 Sisters Business Park, Westwood, West Calder, EH55 8PN   |
| <b>Working pattern:</b> | Monday and Tuesday 9am to 2.30pm and Thursday 9.30am to 2pm at our warehouse location although occasional remote working may be available.                                   |
| <b>Annual leave:</b>    | 112 hours per annum. This is based on a FTE of 245 hours per annum or 35 days per annum. It is inclusive of all bank and public holidays.                                    |
| <b>To apply:</b>        | Please email <a href="mailto:maria@smallsforall.org">maria@smallsforall.org</a> with a copy of your CV, and a covering letter explaining why you are interested in the role. |

### About us

Smalls for All® is a charity that collects underwear for people in Africa and the UK who can't afford or can't get any. We collect only brand new pants and new or gently worn bras. We operate from the UK and support charitable organisations working on projects in Africa and the UK who are able to transport and distribute the underwear we collect.

We are looking for a highly motivated Operations Co-ordinator to work alongside our Charity Founder to positively contribute to the work we do.

### Overview of the position

This post has been developed to increase the capacity of our existing team and support the continued growth of our organisation. The post holder will work closely with our Charity Founder to ensure the smooth running of the charity, in particular the warehouse.

### Key tasks and responsibilities

1. Manage the warehouse volunteers on a day-to-day basis. This will involve allocating jobs and ensuring the volunteer days run smoothly. This could be the routine volunteer days or corporate ones.
2. Provide general operational support to the warehouse including key holding responsibilities, room set-up, cleaning and other tasks to ensure the warehouse runs smoothly.

3. Deal with Royal Mail, couriers (drop off and pick up) and donors dropping off individual parcels.
4. Process requests for underwear. This means responding to requests by email, phone or letter and then ensuring that the underwear is packaged and delivered as agreed.
5. Provide statistics to the Centre Manager, e.g. information such as number of parcels/boxes received.
6. Assist the communications lead in the communication needs for Smalls for All, e.g. social media.
7. Support the online sales process, e.g. eBay.
8. Prepare the monthly donor mailing information.
9. Take part in any other reasonable tasks and duties as required to support Smalls for All®.
10. Adhere to and implement safe working practices in line with the organisation's policies and procedures.
11. Work as part of the Smalls team.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

## **SKILLS & PERSONAL ATTRIBUTES**

### **Essential characteristics**

- Ability to competently manage workload and respond effectively to changing requirements and deadlines.
- Excellent attention to detail.
- Strong positive communication skills, both orally and in writing, with an ability to communicate at all levels.
- Ability to maintain confidentiality.
- Competence in a range of information technology such as email, Microsoft Office/Teams.
- Commitment to working as part of a team.
- Ability to use own initiative and work without close supervision.
- A flexible approach to working hours.
- Having a pleasant, welcoming manner and a can-do attitude.
- Collaborative in approach and outlook with colleagues, volunteers and other building users.
- Supportive of the aims and values of Smalls for All.

### **Desirable characteristics**

- Experience of working with volunteers.

Note: The warehouse is not accessible by public transport so the successful applicant must be able to make their way to and from work independently.