

Job Description

Position title	Re-Use Supervisor
Date	October 2025
Line manager title	Renew Manager
Grade	12

Purpose

(the 'why' of the position, within which limits and according to what objectives)

The generation and development of sales via a number of reuse shops, by managing the collection, repair and reselling of recovered items from our HWRC's and donated items. Including online posting, advert creation, image capture and stock management to support the reuse agreements. Managing the team of operatives working within the Reuse shops and hub.

Key responsibilities

Performance:

- To achieve financial targets, meet operational cost targets and deliver targeted sales through detailed analysis of P&L.
- To support Contract management in the formulation and implementation of the Re-Use business plan to support growth of reuse in the region.
- Build and maintain a trusted relationship with the client on all aspects of Re-Use hub performance.

Warehouse:

- Coordinate and monitor the receipt, repair, and dispatch of goods according to the Standard Operating Protocols.
- Keep stock control systems up to date and make sure inventories are accurate.
- Produce regular reports and statistics on a daily, weekly, and monthly basis.
- Maintain standards of health and safety in the work environment.
- Manage the planned maintenance of vehicles, machinery, and equipment associated with the Hub operations.
- Oversee the maintenance and operation of warehouse management systems and automated storage and retrieval systems, including training staff on how to use.

Workshop / Repair Pod:

- Ensure goods are cleaned, repaired, and tested according to the Quality Standard Operating Protocol.
- Ensure full compliance with all relevant guidance and regulations for Re-Use, ensuring that all items offered for sale are fit for sale.
- Develop and manage relationships with local third sector organisations who provide their services to the hub.

Retail:

- Achieve sales targets for the Re-Use Hub and Renew shops.
- Analyse key performance indicators to anticipate future product needs.
- Maximise customer interest and sales levels by displaying products appropriately.
- Forecast profit/sales and plan budgets.
- Maintain excellent levels of customer service and retail standards.

Key responsibilities

Events Space:

- Contribute and support tours and events in the event space at the Renew hub..
- Maintain excellent levels of customer service and standards.

General responsibilities:

- Ensure the Renew hub and Re-Use shops always comply with current legislation.
- Contribute to the creation of and follow standards operations processes for the receipt, repair, quality check, transport and sale of goods donated to the central Renew hub from the HWRCs.
- Recruitment, training, management, and support of staff, third sector organisations and volunteers, as well as monitoring staff performance.
- Ensure effective security of stock, equipment and premises.
- Promote a culture of excellent customer service as well as equality and diversity to ensure we offer an accessible, safe, and welcoming environment to all.
- Motivate, organise, and encourage teamwork within the workforce to ensure productivity targets are met or exceeded.
- Maintain accurate up-to-date information on all aspects of trading activity and required for regular reporting to the Renew Manager and other parties in line with GDPR legislation to ensure accurate operations.
- Conformance and understanding of all relevant H&S practices including manual handling
- Transport of furniture and driving company vans/vehicles to pop up events and shop deliveries

Behaviours

- Passionate about the circular economy and how we can influence and drive the world of reuse to support our local area.
- Willingness to work shifts including weekends and alternate locations when required.
- Lone working when necessary
- Develop a close and professional supportive working relationship with the reuse team, and the wider business unit operations colleagues.
- Commitment to providing training/work experience opportunities to the third sector and people from disadvantaged backgrounds.

Skills

- Ability to lead and motivate a diverse small team of staff and/or volunteers.
- Aptitude to develop and implement a visual strategy for displaying products.
- PC / Photographic competency to capture relevant product images and process to enable products to be uploaded onto the App system for sale.
- PC literacy to create and control advert content / product description to ensure accuracy and compliance in a positive and appealing light

Knowledge

- Knowledge of retail selling
- Customer Service
- Experience of accurate stock control
- Familiarity with H&S and trading standards within the workplace/sales environment
- Awareness and understanding of equality, diversity and health and social issues.

Specific candidate requirements

- Retail Experience
- B2C sales experience, including positive communications via various media/ face to face customer service
- Data gathering/reporting ability
- PC Literate/ photographic experience
- Health and Safety Compliance
- Compliance with legislation and adherence to policy
- Passionate about reuse and the environment

Qualifications

- Equivalent of Grade A-C in GCSE Maths and English Language.
- Current Drivers Licence.