

job description



Position title	Re-use Hub Manager, Nash Road, Trafford Park
Date	September 2020
Line Manager title	Click here to enter text.
Grade	11

Purpose

Are you passionate about empowering communities to repair and reuse? Through our waste contract with Greater Manchester Combined Authority, SUEZ has made a commitment to set up a central re-use hub and 3 re-use shops to collect, repair and resell items donated from our Household Waste Recycling Centres (HWRCs). This role will oversee the management of the re-use hub and shops, generating £300,000 annually to be re-invested in social projects in Greater Manchester.

Key responsibilities

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 .
- Oversee the maintenance and operation of warehouse management systems and automated storage and retrieval systems, including training staff on how to use.

Workshop:

- 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, re-use shops and on-line sales.
- Analyse key performance indicators to anticipate future product needs.

Key responsibilities [cont'd]

- Maximise customer interest and sales levels by displaying products appropriately.
- Forecast profits/sales and plan budgets.
- Maintain excellent levels of customer service and retail standards.
- Form a partnership with a third sector organisation to develop an on-line selling platform to promote additional sales.

General responsibilities:

- Ensure the re-use hub and re-use shops always comply with current legislation.
- Contribute to the creation of and follow standard operations processes for the receipt, repair, quality check, transport and sale of goods donated to the central re-use 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 cash, stock 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.
- Promote the re-use hub and re-use shops via social media.
- Motivate, organise and encourage teamwork within the workforce to ensure productivity targets are met or exceeded.

Skills

- Vision for creating and implementing ideas for re-use, upcycling and giving back to local communities.
- Ability to lead and motivate a diverse team of staff and volunteers.
- Confident communicator with individuals from all walks of life.
- Aptitude to develop and implement a visual strategy for displaying products.
- Capability to understand and analyse sales figure.
- Competency to plan and prioritise workloads.
- Ability to make decisions.
- Relationship building with local third sector organisations and with contacts within the HWRCs.
- IT Skills including spreadsheets, warehousing software, email and social media .
- Implement best practice from the third sector on re-use initiatives.

Behaviours

- Enthusiasm for re-use, repair, upcycling, and delivering affordable items to support people on lower incomes.
- Commitment to providing training/work experience opportunities to the third sector and people from disadvantaged backgrounds.
- Professionalism in all communication.
- Relationship building.
- Respectfulness to all people.

Knowledge

- Understanding of retail and management.
- Knowledge of health and safety, trading standards and other relevant legislation.
- Understanding of warehousing.
- Insight of workshop management or repair.
- Awareness of re-use and the circular economy.
- Comprehension of mental health issues, homelessness and social issues.

Specific candidate requirements

- Willingness to travel between the re-use hub and re-use shops around Greater Manchester on a weekly basis.

Qualifications

- Equivalent of grade A-C in GCSC Maths and English Language.
- Current Drivers Licence.

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.