

Impact Housing Association Ltd Role Profile

JOB TITLE: Admin/ Warehouse Assistant

SCALE: Project Assistant - scp 9.

TEAM: Social Enterprise Team

Location: IFS North and IFS West

REPORTS TO: Impact Furniture Services Manager North/Team Leader West

DATE: May 2019

Job Purpose

To sell reusable furniture and appliances to customers, assisting the team in reaching their weekly sales income target.

To answer telephone calls and be proactive in assisting customers in the warehouse/reception providing the highest level of customer care.

To provide a range of administrative support to the team, including the administration of the Cyber Till, Gift Aid and the management of the collection and delivery schedules.

To promote and advertise the aims of the project at all times.

Valued Behaviours

The Valued Behaviours for all staff throughout the Association are attached separately.

Key Responsibilities

1. To provide administrative support services for the IFS Project and the IFS Manager/Team Leader.
2. To respond to customers at the project, by answering the telephone, providing appropriate information and organising the effective and efficient booking of collections and deliveries.
3. To assist customers in selecting and purchasing goods.

4. To assist in the receipt and recording of all sales transactions in the project, preparing monies and documentation for banking and maintaining records of transactions.
5. To record all collections, sales and deliveries of goods, both domestic and commercial, on appropriate systems and databases.
6. To promote Gift Aid and follow the Gift Aid procedure, ensuring accurate recording at all times.
7. To create and record sales invoices.
8. To maintain and update office records, files and databases.
9. To carrying out any general office/warehouse duties as required and agreed by the IFS Manager/Team Leader.
10. To maintain the office and warehouse areas in a welcoming and tidy manner, in line with IFS Blueprint and IFS Business Plan.
11. To be responsible for advertising the project and goods for sale through social media.
12. To carry out Health and Safety inspections of the building and offices and record appropriately.
13. To represent Impact Furniture Services and Impact Housing Association as a whole in all contacts with customers and partner organisations.
14. To provide cover to other IFS sites when necessary and work Saturdays on a rota basis.
15. To represent Impact Furniture Services and Impact as a whole by attending meetings where appropriate, and also promoting IFS and the facilities we have when communicating with customers.

General

16. To ensure internal business processes are followed in line with IHA's policies, procedures and statutory requirements.
17. To ensure that all data protection requirements are met in accordance with IHA's policies, procedures and statutory requirements.
18. To attend and actively participate in team meetings (where appropriate), line managements, appraisals, training and Impact mandatory events. To be an active and effective member of the team.

19. To take a full and positive role in training courses as and when required which may include Responder First Aid training.
20. To undertake your duties in a manner that takes care of your own health & safety and that of others who may be affected.
21. To co-operate with Impact so that Impact can fulfil its duties under health & safety legislation.
22. To be aware of all health & safety requirements that are relevant to your work and that are set out in Impact's Health & Safety policies and arrangements; in particular to co-operate with your manager by working in accordance with the relevant risk assessments and using the necessary control measures.
23. To work flexibly and collaboratively with other staff and partners to ensure delivery of an excellent and seamless service. To work at all times to achieve the key requirements of Impact's Vision and Corporate Plan, as appropriate.
24. To undertake all duties in accordance with Impact's Diversity Policy and all other relevant policies and procedures.
25. Any other duties as are reasonably required within the general nature and level of the post as agreed with the line manager.

PERSON SPECIFICATION – ADMIN/WAREHOUSE ASSISTANT, IMPACT FURNITURE SERVICES

REQUIREMENTS	ESSENTIAL DESIRABLE	METHOD OF IDENTIFICATION
<p>Practical & Intellectual Skills</p> <ul style="list-style-type: none"> • Excellent organisational skills – able to prioritise & organise workload • Excellent communication skills - good telephone manner & able to deal with enquiries by telephone & face to face. • Ability to work on own initiative and as part of a team. • Recognise the importance of attention to detail. • Able to work under pressure 	<p>Essential 1 Essential 2</p> <p>Essential 3 Essential 4 Essential 5</p>	<p>Interview and Application Form Interview and Application Form</p> <p>Interview Interview Interview</p>
<p>Experience</p> <ul style="list-style-type: none"> • Experience/committed to providing excellent customer service. • Experience/knowledge of using spread sheets and other computer programmes, i.e. Word, Excel. • Admin/Reception/Office based duties. • Experience of working in a retail/sales including cash handling and card sales • Experience of working in a warehouse environment 	<p>Essential 6 Essential 7</p> <p>Essential 8 Desirable 1 Desirable 2</p>	<p>Interview and Application Form Interview and Application Form</p> <p>Interview and Application Form Interview Interview</p>
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • Competent level of literacy and numeracy. • Qualification in Word and/or Excel. • Manual Handling Qualification 	<p>Essential 9 Desirable 3 Desirable 4</p>	<p>Application Form Application Form Application Form</p>
<p>Other</p> <ul style="list-style-type: none"> • Ability to work flexibly to meet the needs of the service including weekends • Full current driving licence & access to a car for business purposes 	<p>Essential 10 Desirable 5</p>	<p>Interview Application Form</p>
<p>Valued Behaviours</p> <ul style="list-style-type: none"> • See separate document attached 	<p>Essential 11</p>	<p>Application Form/Interview</p>

Valued Behaviours

Business Focus –

- Ensuring we achieve VFM, efficiencies and source opportunities in our day to day activities
- Optimise the efficiency of your part of Impact's business within the social objectives of the wider organisation

Courageous -

- Be passionate, optimistic and resilient in a fast changing environment
- Be proactive in driving change
- Have the confidence to assess and make decisions. Take calculated risks that will have a positive outcome for the business

Communication –

- Have good listening, communication and people skills to enable you to interact, liaise, and negotiate effectively with teams across the organisation, internal and external partners. Sharing information widely (up, down and across)
- Listen to the opinions of others, and be clear and persuasive in communicating your own, appropriate to the organisational needs.
- Celebrate success

Develop your potential –

- Have a focussed attitude, explore solutions to problems prior to escalating them
- Have a desire to keep learning whilst sharing knowledge and skills with colleagues. Seek out best practice internally and externally
- Actively develop yourself and support and enable others in their own development

Customer Focussed –

- Have an adaptable style according to the needs of your customers and recognising customer service is vital to Impact's continued success - in line with the Customer is Key

Valued Behaviours

Accountability –

- Be self-aware, acknowledging and assuming responsibility for individual actions
- Do what you commit to do within a timely manner and with a sense of urgency
- Hold others and yourself to account in a positive but challenging manner

Integrity –

- Be able to cope with difficult situations and handle them well, conduct yourself with the utmost integrity and transparency
- Live the organisation's values and be a role model to others
- Be authentic in all dealings internally and externally

Collaborative –

- Make a positive contribution to team culture with the ability to inspire and enable others.
- Develop the organisation's common purpose by effectively working with teams and partners.

Equality and Diversity -

- Value people from all sections of the community and have an equitable approach to the rights and responsibilities of everyone.
- Recognise and respect the needs of everyone ensuring that no resident, customer or member of staff is discriminated against or receives less favourable treatment
- Maintain a proactive approach to diversity and communicate in a way that staff, contractors, volunteers and clients are fully aware of our commitments.

February 2017