

ETERNAL BENEFITS

Job Description

<i>Job Title</i>	Eternal Benefits Swop Shop Team Leader	
<i>Responsible to</i>	Ian Warelow – EB Chair of Trustees	
<i>Responsible for</i>	Helping to build the team of paid and volunteer staff of the project	
<i>Location</i>	RESPECT@Eternal Benefits, 104-106 The Quadrant, Hull	
<i>Work hours</i>	Begin with a flexible 20 hours to suit customers needs with increased hours with trade growth and income increase	
<i>Salary</i>	Four months at £7.85 per hour then linked to performance and success of funding applications. (Accommodation may be possible for a suitable candidate).	
<i>Holiday Entitlement</i>	4 weeks annually plus statutory bank holidays	
<i>Job purpose</i>	To serve the local community through the running of the Swop Shop and building a team for training and recycling of unused items. To manage effectively the admin, fundraising, accounting, programming, advertising and developing excellent relationships with all who make contact with us. The job will also entail establishing excellent working relationship and partnership with the RESPECT team to create opportunities to develop the work to best serve the community and relieve poverty. A main aim is to encourage and model a generous spirit toward the more vulnerable by adopting a ‘giving more than receiving’ mentality.	
<i>Key characteristics</i>	Thorough; organised and attentive to detail; can handle stressful situations and people; positive attitude; hard working; sympathetic to values and ethos of Eternal Benefits; eager to make a difference in the lives of individuals with the view to community transformation; prepared to go the extra mile. This is a ‘faith’ venture that will require a healthy measure of personal faith.	
	<i>Principal Accountability</i>	<i>Measure</i>
1	Oversee the project accounts using MS Money to ensure that all payments are made on time and an accurate record of financial resources maintained.	Monthly MS Money report matches bank statement
2	Oversee the production of a monthly overview of the accounts to enable the project manager to report to the EB trustees on the project finances.	Monthly report on time
3	Create publicity materials in cooperation with the EB Trustees to increase recognition for the project ensuring that those in genuine need are served.	Development of activity; awareness of aims and needs of business and funders, amount of people helped.
4	Be the first point of contact for all telephone calls ensuring that the highest standards of courtesy and efficiency are created among the staff	Standard of service recognised in the project
5	Schedule the pick-ups and drop-offs each day to best utilise the project’s means of transport	Distribution team have clear plan for each day; cost per trip optimised
6	Foster excellent relations within the project team and with customers to improve the standing of the project within the community.	Support and acceptance from the community
7	Funding sourcing	Budget for 3 years or until sustainability