Job Description - Community Projects Lead

Reports to Director

Based at Home with some hours at George Street shop and some hours at community events in Bath and local area.

20 hours per week - hours are flexible but would need to work at least 2 Saturdays per month.

Saturday hours - 9am-2pm

28 days holiday (including bank holiday allowance)

£23,000 p/a (£12,266 pro rata)

| **About Us**Share and Repair is a small but dynamic Charity Incorporated Organisation (CIO) which aims to change mindsets and behaviour through the promotion of sharing and repairing to reduce carbon emissions and build cohesive communities. We currently run four main activities: Repair Cafes (‘Mend it, don’t end it’); a Library of Things (‘Borrow don’t buy’); HOW TO Workshops to empower individuals (‘Do more yourself’) and HomeKit. All activities have a positive environmental impact and we are passionate about reducing spending, and landfill. We aim to provide services for all age groups and local communities. We have a small number of staff and a large group of enthusiastic volunteers. We started in 2017 with Repair Cafes as a Community Organisation. We then opened The Share and Repair Shop in central Bath in 2020, its main purpose being home for our Library of Things but we also run regular repair sessions there and provide information on all our services. The HOW TO Workshops (HTW), currently include HOW TO use a sewing machine, HOW TO use power and hand tools and HOW TO maintain a bike and often run alongside one of our Repair Cafés. We will also be rolling out our “How to Reduce your Carbon Footprint” project in local schools later this year showing children how to easily make changes to help the environment. HomeKit supports new households with ‘starter’ small electrical household equipment. These events and activities build skills and help to generate cohesive communities, as well as the reduction of manufacturing, waste to landfill, and spending.This is an exciting opportunity for someone to use their skills and experience to make a difference locally and nationally to the community. |
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| **Role**We are looking for a Community Projects Lead to be responsible for the planning, marketing, development and implementation of our projects based in the community. You will take overall responsibility for the HOW TO workshops, Repair Cafes, and HomeKIT and ensure the smooth operation of these projects. You will be involved in the volunteer coordination, marketing and publicity, finance and monitoring and evaluation of this service as well its development. You will present monthly reports to the Director of all project activities and analysis. Volunteers are an essential ingredient of our work and experience and understanding of recruitment and nurturing volunteers is vital to the success of this role. Repair Cafes and HOW TO workshops run every Saturday across the region with potential to expand on other days. You will be expected to oversee the smooth running, support and development of these events at least two Saturdays a month (although if you could work every Saturday that would be great) and the rest of your hours either in our shop on George Street or home. You will need to be able to get to various locations across Bath and the surrounding areas on a Saturday so access to a bike, public transport or a car is preferable. You will also oversee the smooth running of our HomeKIT project which provides donated items to low income households. You will liaise with Partner Charities and Organisations to ensure we are helping as many people as possible in the region.You will work closely with the Shop Manager who will oversee the functioning and development of the Library of Things, repair sessions and overall running of our George Street shop. |
| **Key Objectives*** Logistical planning, management and evaluation of all projects including: Repair Cafes, HOW TO Workshop and HomeKIT, (+ new LoT Hubs in time)
* Relationship management with external and internal links to the projects to ensure effective co-ordination and running of projects
* Recruitment, training and management of project volunteers
* Build and manage partner organisations
* Manage project budgets.
* Provide cover for delivery of projects where required
* Represent Share and Repair in line with our values and mission in all stakeholder communication and at external events
* Ensure that Share and Repair Policies and procedures are followed and adhered to
* Carry out any other duties as required by Share and Repair and to act in a manner that is in keeping with Share and Repair values
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| **Key Activities*** Work with Director to ensure events are run within Health and Safety guidelines and to ensure all signage and information for volunteers is up to date.
* Create and distribute Marketing and Communications for Share and Repair (Shop and Events) in line with our brand guidelines.
* Work with Social Media manager to produce posts in line with Trading Plan
* Write and email monthly newsletters to customer database and internal (volunteer) database.
* Update website alongside volunteer IT specialist and Trustee PR Manager
* Collect content and photos to be used for marketing materials
* Monitoring and analysis of all Share and Repair activities
* Plan and organise Repair Cafe/HOW TO venues and liaise with venues
* Find new venues for Repair Cafes to spread reach
* Registration and record keeping of customers and repairs at RC and HT.
* Oversee and support HomeKIT project and volunteers and liaise with partner organisations.
* Oversee How to Reduce your Carbon Footprint project
* Manage all volunteers’ training, development and support for these projects
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| **Essential Knowledge, Skills and Experience*** Experience of working with volunteers
* Proficient IT skills, including use of Microsoft Office/Google Workspace programmes
* Leadership and teamwork skills
* Good communicator: orally and in writing
* Proactive approach and able to use initiative and creativity to find solutions to problems
* Ability to adapt in unpredictable circumstances and learn from challenging situations
* Basic graphic design skills for online and in print promotional material (desirable)
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| **Attributes*** Understanding and passion for the environment and how we as individuals can make a difference.
* Positive, enthusiastic and adopts a “can do” mentality
* Can work flexible hours when necessary
* Willing to travel to various locations across the region to attend projects and events
* Ability to develop good working relationships
* A professional and courteous manner.
* Ability to use initiative and to be self-motivated.
* Decisive, logical thinking with creative problem-solving ability.
* Hands on and practical approach.
* An ability to manage time and workload in order to be able to deal with tasks swiftly and effectively.
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Share and Repair is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

| **Aspiring**We are small but aim high | **Caring and Empathetic**We listen, care and are supportive | **Entrepreneurial**We create opportunities for change | **Equality**We celebrate Diversity and Inclusion |
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| * Understands and is curious about what the charity is trying to achieve
* Thinks about the effects of their decisions on the charity and its income.
* Makes sure they are adequately equipped to deliver their KPIs and Action Plan
* Interprets data effectively to make commercially driven decisions.
* Has and environmental and sustainable mindset
* Tracks trends in data from LoT, Repairs and Cargo Bike spotting potential opportunities and key messages and maximises them.
* Recognises non commercial activities that can drive the charity forward.
 | * Proactively helps and supports others
* Is friendly, approachable, considerate and enthusiastic
* Makes an effort to get on with everyone
* Helps volunteers and colleagues when needed.
* Listens to volunteers and colleagues when they face challenges.
* Think about how volunteers and colleagues are feeling and show understanding.
* Create connections with others by showing an interest in them
* Approach problems from the other persons perspective.
* Ask questions to understand
* Validate how the other person is feeling
 | * Uses their own initiative
* Willingly recommends ideas to improve things and grow the charity
* Positively takes part in change and continuous improvement activities
* Is open minded, positive and receptive to change
* Challenges themselves to improve their own performance to deliver great things
* Is able to say No in a diplomatic and understandable way that the customers, colleagues and volunteers understand.
* Puts the customer, community and environment at the heart of everything we do
* Anticipates current and future customer and community needs
 | * Treats all colleagues and volunteers as equals.
* Takes steps to identify and prevent unconscious bias.
* Ensure everyone is treated fairly in all day to day activities (recruitment, training, promotion, allocating work etc)
* Ensure all communications are free of discriminatory and sexist language.
* Be proactive - if you think any current processes and procedures are wrong work to get them changed.
* Make yourself familiar with Share and Repairs equality and diversity policy
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| **Integrity**We are open, honest and fair | **Resilience**We take challenges and change in our stride | **Teamwork**We are one team | **Trust**We place trust in one another |
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| * Always tells the truth of what must be done in the best interests of the charity, employees and volunteers.
* Respect others by seeking information, asking polite questions and give others the chance to speak and explain.
* Take pride in their work and demonstrates enthusiasm and commitment by responding to what needs to be done.
* Show responsibility by caring about the work they do for customers, community, volunteers and colleagues.
* Keep promises by doing what has been agreed
 | * Challenges processes that generate waste or duplication of effort
* Has a right first time approach
* Understands core and target customers and makes strides to reach and please them.
* Is a proactive and positive role model for change and spells out the benefits to the team and volunteers.
* Looks for and identifies risks associated with new ideas.
* Stays optimistic during challenging and uncertain times.
 | * Works together and is a positive member of a hardworking team.
* Appreciates, and respects colleagues and volunteers and the work they do.
* Understands their actions impact on the customer, colleague and volunteers.
* Keeps things clear and simple
* Knows how and when to escalate problems when they cant deal with them.
* Communicates plans, priorities and expectations clearly and they are always delivered.
* Creates a welcoming and hardworking place to be
* Address conflict quickly, to create a healthy working environment
* Leads by example
 | * Keeps promises and works hard to deliver the best results.
* Has a positive approach and stays focused even when busy
* Follows agreed processes and ways of doing things
* Plans and organises own workload to make sure the job gets done in agreed timescales
* Sees things through to the end
* Proactively identifies and tells others if something will stop them completing tasks, managing expectations of others
* Consistently recognises, acknowledges and rewards excellent performance and contribution of volunteers
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