

# Share@Repair



Job Description - Volunteer Coordinator

Reports to Head of Operations

Based at George Street shop with some hours at home

12 hours per week - over 3 days a week with a minimum of one Saturday morning a month

28 days holiday (including bank holiday allowance) £23,400 p/a (£7,488 pro rata)

## How To Apply:

Please send your CV and covering letter to Jo Lord, Head of Operations [jo@shareandrepair.org.uk](mailto:jo@shareandrepair.org.uk) by 1st December 2023. Interviews week commencing 4th December 2023.

## 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 Waste" 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.

## Role

*This is an exciting role within a dynamic and caring Team.*

Working as a Volunteer coordinator your main responsibility is to coordinate and manage the volunteers for the shop and ensure key tasks are completed

You will help to recruit and support our volunteers, encouraging them to take part and develop new skills, whilst tracking their progress. You will coordinate the work that they do, which may be repairing items or welcoming customers amongst many other roles.

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.

You will work alongside the Shop Manager in the smooth running of the shop by training and inducting volunteers taking them through all our policies and health and safety procedures as well as training them in their assigned roles. You will delegate tasks for the day and be the point of contact if volunteers have questions.

The Share and Repair shop is based on George Street and is open five days a week, Tuesday through to Saturday (open 3 hours each day). You will be expected to spend time in the shop on a regular basis being the main contact for volunteers. You may also be required to cover for the Shop Manager running the shop when they are on holiday.

## Key Objectives

- Manage and support a network of volunteers
- Email management to productively organise volunteer coordination.
- Be an ambassador for Share and Repair
- Support the wider goals of S and R
- To communicate with all volunteers via a regular Newsletter
- To develop a systematic approach to your work and provide the best customer experience for our users.
- To work and perform in a safe and conscientious manner
- Oversee the running of HomeKIT

## Key Activities

- Work in partnership with the Shop Manager to ensure the smooth running of the shop with the required level of volunteer attendance.
- Lead with the recruitment of suitable volunteers for the roles that are needed.
- Deliver the volunteer induction and training programme and ensure one to ones are conducted with regular volunteers every 3 months.
- Appropriately match new volunteers with roles ensuring it meets the needs of Share and Repair and also the volunteer.
- Lead all aspects of the day-to-day administration and supervision of a large team of Shop volunteers and their activities, developing and inspiring them to develop best practices to meet the needs of our community, recognising and deploying volunteers' strengths, and acting as a role model.
- Share knowledge and skills to enhance the professional development of all volunteers.
- Provide a forum for volunteers to share skills, experiences and concerns, through a variety of workshops, socials and focus groups.
- Manage any capability issues swiftly and with professionalism.
- Celebrate volunteer success.
- Communicate internally and externally with volunteers, service users, and other key stakeholders, by producing a bi-monthly newsletter and supporting social media posts and other communication platforms.
- Attend and participate in team meetings and other meetings as required by the Head of Operations
- Track and report on Volunteer data such as hours given, number of active volunteers, and volunteer testimonials.
- Adhere to and share charity policies and procedures ensuring all volunteers have been briefed.
- Cover Shop Managers holiday when needed by opening and closing the shop, managing the LoT and ensuring repairs are running as organised.
- Oversee and support HomeKIT project and volunteers and liaise with partner organisations.

## Essential Knowledge, Skills and Experience

- Experience in volunteering and/or recruitment
- Working knowledge of Google Workspace / Mailchimp
- Excellent communication and interpersonal skills
- Excellent organisation and team building skills
- Knowledge of working with databases (for our Library of Things) ● Flexible approach

## Attributes

- Understanding and passion for the environment and how we as individuals can make a difference.
- Positive, enthusiastic and adopts a “can do” mentality ● 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.
- A flexible approach to working weekends.

Please see our Values Chart below for our culture at Share and Repair.

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.

<p style="text-align: center;"><b>Aspiring</b></p> <p style="text-align: center;">We are small but aim high</p>	<p style="text-align: center;"><b>Caring and Empathetic</b></p> <p style="text-align: center;">We listen, care and are supportive</p>	<p style="text-align: center;"><b>Entrepreneurial</b></p> <p style="text-align: center;">We create opportunities for change</p>	<p style="text-align: center;"><b>Equality</b></p> <p style="text-align: center;">We celebrate Diversity and Inclusion</p>
<ul style="list-style-type: none"> <li>★ Understands and is curious about what the charity is trying to achieve</li> <li>★ Thinks about the effects of their decisions on the charity and its income.</li> <li>★ Makes sure they are adequately equipped to deliver their KPIs and Action Plan</li> <li>★ Interprets data effectively to make commercially driven decisions.</li> <li>★ Has an environmental and sustainable mindset</li> <li>★ Tracks trends in data from LoT, Repairs and Cargo Bike spotting potential opportunities and key messages and maximises them.</li> <li>★ Recognises non commercial activities that can drive the charity forward.</li> </ul>	<ul style="list-style-type: none"> <li>★ Proactively helps and supports others</li> <li>★ Is friendly, approachable, considerate and enthusiastic</li> <li>★ Makes an effort to get on with everyone</li> <li>★ Helps volunteers and colleagues when needed.</li> <li>★ Listens to volunteers and colleagues when they face challenges.</li> <li>★ Think about how volunteers and colleagues are feeling and show understanding.</li> <li>★ Create connections with others by showing an interest in them</li> <li>★ Approach problems from the other person's perspective.</li> <li>★ Ask questions to understand</li> <li>★ Validate how the other person is feeling</li> </ul>	<ul style="list-style-type: none"> <li>★ Uses their own initiative</li> <li>★ Willingly recommends ideas to improve things and grow the charity</li> <li>★ Positively takes part in change and continuous improvement activities</li> <li>★ Is open minded, positive and receptive to change</li> <li>★ Challenges themselves to improve their own performance to deliver great things</li> <li>★ Is able to say No in a diplomatic and understandable way that the customers, colleagues and volunteers understand.</li> <li>★ Puts the customer, community and environment at the heart of everything we do</li> <li>★ Anticipates current and future customer and community needs</li> </ul>	<ul style="list-style-type: none"> <li>★ Treats all colleagues and volunteers as equals.</li> <li>★ Takes steps to identify and prevent unconscious bias.</li> <li>★ Ensure everyone is treated fairly in all day to day activities (recruitment, training, promotion, allocating work etc)</li> <li>★ Ensure all communications are free of discriminatory and sexist language.</li> <li>★ Be proactive - if you think any current processes and procedures are wrong work to get them changed.</li> <li>★ Make yourself familiar with Share and Repairs equality and diversity policy</li> </ul>

<p><b>Integrity</b></p> <p>We are open, honest and fair</p>	<p><b>Resilience</b></p> <p>We take challenges and change in our stride</p>	<p><b>Teamwork We are one team</b></p>	<p><b>Trust</b></p> <p>We place trust in one another</p>
<ul style="list-style-type: none"> <li>★ Always tells the truth of what must be done in the best interests of the charity, employees and volunteers.</li> <li>★ Respect others by seeking information, asking polite questions and giving others the chance to speak and explain.</li> <li>★ Take pride in their work and demonstrate enthusiasm and commitment by responding to what needs to be done.</li> <li>★ Show responsibility by caring about the work they do for customers, community, volunteers and colleagues.</li> <li>★ Keep promises by doing what has been agreed</li> </ul>	<ul style="list-style-type: none"> <li>★ Challenges processes that generate waste or duplication of effort</li> <li>★ Has a right first time approach</li> <li>★ Understands core and target customers and makes strides to reach and please them.</li> <li>★ Is a proactive and positive role model for change and spells out the benefits to the team and volunteers.</li> <li>★ Looks for and identifies risks associated with new ideas.</li> <li>★ Stays optimistic during challenging and uncertain times.</li> </ul>	<ul style="list-style-type: none"> <li>★ Works together and is a positive member of a hardworking team.</li> <li>★ Appreciates, and respects colleagues and volunteers and the work they do.</li> <li>★ Understands their actions impact on the customer, colleague and volunteers.</li> <li>★ Keeps things clear and simple</li> <li>★ Knows how and when to escalate problems when they can't deal with them.</li> <li>★ Communicates plans, priorities and expectations clearly and they are always delivered.</li> <li>★ Creates a welcoming and hardworking place to be</li> <li>★ Address conflict quickly, to create a healthy working environment</li> <li>★ Leads by example</li> </ul>	<ul style="list-style-type: none"> <li>★ Keeps promises and works hard to deliver the best results.</li> <li>★ Has a positive approach and stays focused even when busy</li> <li>★ Follows agreed processes and ways of doing things</li> <li>★ Plans and organises own workload to make sure the job gets done in agreed timescales</li> <li>★ Sees things through to the end</li> <li>★ Proactively identifies and tells others if something will stop them completing tasks, managing expectations of others</li> <li>★ Consistently recognises, acknowledges and rewards excellent performance and contribution of volunteers</li> </ul>