

Job Description - Community Engagement Manager

Reports to Head of Operations

Based between home and the George Street shop and some hours at community events in Bath and the 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)

£25,000 p/a (pro -rata) £13,333 actual

To apply send your CV and a covering letter via email to :

jo@shareandrepair.org.uk

The closing date is 29th February with interview W/C 4th March.

Role

The role is about building and engaging the community to keep items longer and reduce consumption and waste through Repair Cafes, HOW TO Workshops and pop up events.

We are looking for someone who enjoys organising events, building strong relationships and managing volunteers.

You will have an eye for detail and the ability to communicate well.

You will take overall responsibility for current and future Repair Cafes, HOW TO workshops and other community pop-ups and events, to ensure the smooth operation of these projects.

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 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 at home. You will need to be able to get to various locations across Bath and the surrounding areas, some of which are only accessible by car.

Key Objectives

- Logistical planning, management and evaluation of all projects including: Repair Cafes, HOW TO Workshop and pop up/community events.
- Relationship management with external and internal links to the projects to ensure effective coordination and running of projects
- Recruitment, training and management of project volunteers in conjunction with the Volunteer Coordinator.
- 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 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

Key Activities

- Ensure all activities are running within our guidelines
- Work the Head of Operations to ensure events are run within Health and Safety guidelines and all signage and information for volunteers is up to date.
- Manage the induction process for new volunteers
- Organise training and skill sharing for volunteers
- Create and distribute Marketing and Communications for Share and Repair (Shop and Events) in line with our brand guidelines.
- Collect testimonials, take photos, videos and feedback at events
- Work with Social Media manager to produce posts in line with Trading Plan
- 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 community activities
- Plan and organise Repair Cafe/HOW TO venues and liaise with venues
- Respond to and work with new volunteers willing to establish new Repair Cafes
- Registration and record keeping of customers and repairs at RC and HT.
- Oversee Schools' Project
- Manage all volunteers' training, development and support for these projects

Essential Knowledge, Skills and Experience

- Organisational expertise and efficient administration of information
- 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

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.

About Share and Repair

Our Mission

- To change mind-sets and behaviour and increase the opportunity for people to do more for themselves to reduce carbon emissions and waste through sharing skills, resources and knowledge and repairing.

Our Principles, Be affordable and accessible. Educate and empower. Deliver quality.

Our target audience is everyone, but specifically

- Younger people to avoid changing behaviour in the future
- High income earners who are highest consumers
- Low income to support financial crisis

Our five strands of activity: (all figures refer up to end of March 2023)

- The Library of Things has over 700 items available to borrow for a small fee. The purpose of the LoT is to save people space and money and avoid the purchasing of items infrequently used such as a Thermal Imaging Camera ...Year on year we have grown membership and the number of loans by between 60 - 200%.
- Repair cafes and sessions where repair volunteers help people to mend items on a pay what you can basis. We educate item owners, empowering them to Mend It, Don't End It. Our Repair CAFes have grown from 1 - 10 and the number of items seen to almost 6000 71% of which are mended.
- HomeKIT sources, mends and PAT tests small electrical items which are given to low income families via our charity partners, keeping items in use longer. To date since 2021 we have distributed 386 items via mainly Julian House, Genesis Trust and DHI.
- HOW TO Workshops are affordable empowering Workshops held regularly across our area on a wide range of topics from how to use hand and power tools, bike maintenance and Energy reduction. To date we have empowered and informed over 200 people. Our recent HOW TO Reduce Energy Workshops are in partnership with Centre for Sustainable Energy providing practical information on micro energy saving tips and macro - insulation etc and making a draught excluder
- Our schools programme HOW TO Reduce waste is delivered to year 6, 10/11 year olds in very small groups over 4 Workshops, They become repairers and learn about the circular economy. We know that behaviour change starts in childhood. So far we have taught 337 children in 6 schools.

This is an exciting opportunity for someone to use their skills and experience to make a difference locally and nationally to the community.

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>We are small but aim high</p>	<p>Caring and Empathetic</p> <p>We listen, care and are supportive</p>	<p>Entrepreneurial</p> <p>We create opportunities for change</p>	<p>Equality</p> <p>We celebrate Diversity and Inclusion</p>
<ul style="list-style-type: none"> ★ 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 an 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. 	<ul style="list-style-type: none"> ★ 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 person's perspective. ★ Ask questions to understand ★ Validate how the other person is feeling 	<ul style="list-style-type: none"> ★ Uses their own initiative ★ Willingly recommends ideas to improve thinAspiring ★ grows 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 	<ul style="list-style-type: none"> ★ 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

<p>Integrity</p> <p>We are open, honest and fair</p>	<p>Resilience</p> <p>We take challenges and change in our stride</p>	<p>Teamwork</p> <p>We are one team</p>	<p>Trust</p> <p>We place trust in one another</p>
<ul style="list-style-type: none"> ★ 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 	<ul style="list-style-type: none"> ★ 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. 	<ul style="list-style-type: none"> ★ 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 	<ul style="list-style-type: none"> ★ 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



Our Values

Share and Repair 3 York Buildings, George Street, Bath, BA1 2EB
Registered Charity Number: 1189015