



Richmond Furniture Scheme

Your local furniture re-use charity

BE KIND, BE BOLD, BE CREATIVE

Richmond Furniture Scheme (RFS) is a small charity assisting people in need of furniture. We operate from a base in Twickenham. We are seeking an Office Coordinator with drive and experience to deliver excellent administration support, coordinate operations and provide great customer service.

Principle objectives of the Scheme

Relief from hardship

Alleviate the effects of poverty by providing access to affordable furniture

Reducing waste

Reduce waste to landfill through furniture re-use and recycling

Volunteering

Offer the community opportunities to volunteer, gain work experience and learn new skills

The office is the hub of the business at the Scheme, and we are looking for someone who has great IT and organisational skills and who has the drive to develop the Scheme's administration. The ability to work under pressure is a must as is a calm and friendly demeanour. This is a customer facing role so confidence in customer service is essential.

Office Administrator - Job Description

Hours: 22.5 hours per week base (3 days per week BUT WE CAN BE FLEXIBLE FOR THE RIGHT CANDIDATE – Monday, Tuesday and Friday and Saturday by rotation approximately once every four to six weeks). Where training is needed, attendance on another day may be required.

Reports to the CEO, salary is £18,500 prorata.

Duties: Undertake general office administration including:

- Manage enquiries for donations and sales;
- Manage the delivery and collection schedule, liaising with the van team, warehouse supervisor and colleagues to optimise van use;
- Update information leaflets, promotional material and maintain website;
- Manage cash, process transactions and update revenue reports;
- Support management report
- Maintain supplies of stationery, stock and equipment;
- Administer grants referrals and liaise with referral agencies;
- Administer Gift Aid process;
- Coach volunteers with administrative task support;
- Supervise and delegate tasks to volunteers;
- Update compliance with health and safety and risk assessments;
- Other tasks as reasonably required by the CEO or Trustees.

Richmond Furniture Scheme

1a Fortescue Avenue, Twickenham TW2 5LS

Telephone 020 8755 4665

www.richmondfurniturescheme.co.uk

Email: admin@richmondfurniturescheme.co.uk

Charity No 1133019, Company No 7001417



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Responsibilities:

- Work co-operatively with the CEO, staff and our partners in the community;
- Adhere to the organisation's policies and procedures;
- To promote the aims of the charity within the community;
- To refrain from any activities which may reflect badly on the reputation of the charity to the wider public and our partners in the community.

Person specification:

- Previous work experience in an administrative role – essential
- Excellent customer service skills, both over the phone and in person - essential
- Previous experience working in charity - desirable
- Experience in Microsoft Office packages (Outlook, Excel, Word and PowerPoint) - essential
- Strong communicator - essential
- An eye for detail and process - essential
- Ability to understand policies and communicate them clearly at a range of levels, both in person and in writing - essential
- English (written and spoken) - essential

Behaviours:

- Professional image at all times
- Creates open and supportive team environment
- Initiates and implements improvements to work processes and practices within his/her remit
- Is proactive with the ability to react positively to unexpected events.

Safeguarding:

- Richmond Furniture Scheme is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment. We will ensure that our recruitment policies and practices are robust, and that our selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All adults who work with or on behalf of children and young people in these organisations must be competent, confident and safe to do so.
- All posts working with Children & Vulnerable Adults should be aware of and share the commitment to safeguard and promote the welfare of children, young people and vulnerable adults when applying for jobs within Richmond Furniture Scheme.

How to apply: Send CV and cover letter to hr@richmondfurniturescheme.co.uk

Application closing date is 10 September 2021

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