

BE KIND, BE BOLD, BE CREATIVE

Richmond Furniture Scheme (RFS) is a small, but perfectly formed, furniture reuse charity operating from a base in Twickenham. We aim to deliver on three big ambitions:

- Making homes by ensuring everyone has access to affordable furniture.
- Protecting the environment by reducing landfill and finding new homes for donated, reuse furniture.
- Building community by creating opportunities for those looking to build or rebuild their skills.

We are seeking an Assistant Van Operative with drive and commitment to deliver excellent furniture delivery support and 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

Van operations are a vital part of RFS. The Scheme operates a furniture collection and delivery service using our own van. Donors and customers rely on the service we provide. Last year, the van collected and delivered 152 tonnes of furniture from 1446 customers and donors. We operate collections and deliveries every weekday.

Assistant Van Operative - Job Description

Hours: 37.5 hours per week

Reporting to the CEO, the salary is in line with small charities of a similar size and dependent upon skills/experience.

Duties include:

- Loading and unloading furniture,
- Checking condition of collected furniture and that it complies with agreed quality standards,
- Assisting route planning,
- Contacting donors and customers to advise on jobs and progress,
- Assisting with vehicle maintenance,
- Completing job logs accurately,
- Assisting warehouse staff with moving furniture on site.

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 with a delivery and collection service – desirable,
- Excellent customer service skills, both over the phone and in person – essential,
- Works well as part of a team – essential,
- Able to handle heavy items safely and in accordance with manual handling best practice – essential,
- Able to demonstrate IT literacy (app-based software on phone and tablets) - essential,
- Good communicator – essential,
- An eye for detail and process – essential,
- Ability to understand policies and procedures – essential,
- English (written and spoken) – essential,
- Previous experience working in charity – desirable,
- Clean driver's license – highly desirable.

Behaviours:

- Professional image at all times,
- Creates open and supportive team environment,
- Initiates and implements improvements to work processes and practices within their remit,
- Demonstrates the Scheme's core values; be kind, be bold and be creative,
- 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.



We particularly welcome applications from Black, Asian and Minority Ethnic people, people with disabilities and people from lower income and diverse educational backgrounds who may be under-represented in our organisation.

The position will be subject to a Debarring Service (DBS) check. Richmond Furniture Scheme undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed.

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

Application closing date is 31 August 2023