

We Are Recruiting to our Collections Team

Brighton & Hove Wood Recycling Project The Wood Store, Brighton

The Wood Store is a charity social enterprise set up to save resources and to create jobs and volunteering opportunities for local people – especially for those experiencing disadvantage and those marginalised from the labour market. Part of an award-winning nationwide network of enterprises, we are financially self-supporting. Our activities involve collecting and reusing waste timber from the building industry. We retail reclaimed timber materials, and manufacture commercial and retail products in our workshop. Our workshop depends on volunteers, who receive structured training, and gain confidence and experience in a caring working environment. We also offer funded and paid for training sessions in the use of power tools application of finishes and furniture restoration.

May 2024

Job title: Timber Collections Manager

Location: Brighton

Hours: 3 days per week
9am – 5.30pm; 8 hours per day

Pay: £13.00 ph

Report to: CEO

Brief description: The Brighton & Hove Wood Recycling Project (aka The Wood Store) requires a Collections Manager to oversee the end-to-end collections process including securing new business, negotiating new collections contracts and managing the collection workforce and schedule. The role involves working towards targets and budgets in line with business plans and some monitoring and appraisal of staff.

The role is based at our Brighton premises in Edward Street.

A Full driving licence is essential. CSCS card would be an advantage.

Main Duties and Responsibilities

Service Delivery and Growth

1. Managing the day-to-day collections schedule of collecting timber and other recyclables from building sites and other organisations, liaising with site managers and other site representatives.
2. Liaising and negotiating with private / domestic collections and delivery customers, managing their service expectations and providing quotes as required.
3. Working closely with the retail and workshop managers, ensuring that deliveries are scheduled in with collections in the most geographically efficient way.
4. Communicating with collection clients in a polite and professional manner, ensuring waste transfers are correctly recorded and that invoices are issued correctly and promptly, while also monitoring that customers pay on time.
5. Ensuring the vehicles are safe and serviced in line with a pre-agreed schedule, alerting the CEO to any issues arising including, repairs, maintenance and replacement. Ensure that vehicles are locked and secured when not in use.
6. Ensuring road tax, MOTs and other certification are current and proper records maintained. Facilitate fuel cards or means of payment to fuel the vehicles.
7. Maintain liaison with National Community Wood Recycling over their allocation of national collection work, pricing and marketing, seeking growth of this business income.

8. Actively market local collections for income growth: developing and operating a customer relationship management system for customer acquisition and retention. Working with the marketing and social media co-ordinator and through the distribution of printed marketing materials and other advertising to promote the service.
9. Working with the CEO review and set the service pricing structure and level.

Staff

1. Managing the staff team of *Driver/ Loaders*, ensuring they are maintaining expected standards of customer service. Aiding in the recruitment of these staff members and conducting one to ones and working with the CEO to conduct appraisals with them to an agreed timetable.
2. Oversee the safe correct unloading, sorting, stacking and preparation of timber at the premises ensuring the yard and storage areas are kept clean, tidy and in safe good order. Ensure vans are safely loaded, secured and not overloaded
3. Work with the *Volunteer Co-ordinator* to recruit and retain volunteers and trainees to work on the collections service alongside paid staff members.

Health & Safety

1. In addition to ensuring the vehicles are fit for purpose, conduct the operational and Health & Safety induction of staff. Ensure any training not organised in house is conducted with staff via an external training organisation and the relevant certificates are retained.
2. Maintain and review Health & Safety and advise the CEO on necessary developments and improvements.
3. Ensure that all staff have the correct PPE / Uniforms and that these are worn at all times.

Other Duties

1. Dealing with general customers and visitors to the premises.
2. Carry out any other tasks within the general remit of Terms and Conditions as required by the Board. Attend occasional training, conferences or meetings outside normal working hours.

Person Specification

Personal Qualities	Essential	Desirable
A highly organised individual with some entrepreneurial flair	✓	
A good understanding of green issues and sustainability	✓	
Inclusive and welcoming of people from varied backgrounds	✓	
Able to lead and inspire the team and work in partnership with other who have strong ideas	✓	
Willingness to work flexible hours	✓	
Skills and Experience		
Proven management skills with demonstrable experience at equivalent levels of responsibility		✓
Experience of staff management including appraisals and mentoring with a co-operative management style	✓	
Proven track record of building business income through a systematic approach to marketing services	✓	
Extremely organised being able to plan for high levels of operational efficiency	✓	
Excellent communication skills	✓	
Experience working in a green business and/ or in the green sector	✓	
Knowledge of health & safety	✓	
Experience and ability to network, building awareness and partnerships	✓	
Competence in IT, using Microsoft or Google software, e-mail, word processing, spreadsheet, cloud file sharing, etc	✓	

How to apply:

Please send your CV and letter of application to:

Pete West
 Chief Executive Officer
pete@woodrecycling.org.uk