



<b>Job Title</b>	<b>Operations Team Leader</b>
<b>Organisation</b>	<b>Glossopdale Furniture Project</b>
<b>Reports to</b>	<b>The Project Manager and The Chair of the Board of Trustees or nominated Deputy</b>
<b>Direct (and Indirect) Reports</b>	<b>Yes</b>
<b>Job Type</b>	<b>Permanent (subject to 6 months probationary period)</b>
<b>Hours</b>	<b>35 per week</b>
<b>Travel</b>	<b>Occasional</b>
<b>Salary</b>	<b>£26,772.20 per annum</b>

<b>Job Purpose</b>
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**The Operations Team Leader is responsible for overseeing the day-to-day operational activity of the charity, ensuring the safe, efficient collection, storage and distribution of donated furniture and household items. The role is key to delivering the charity’s mission by ensuring a reliable service to beneficiaries, customers, partners and donors through the supervision of our team of staff and volunteers who work in our Warehouse and Shop. The Operations Team Leader will deputise in the absence of the Project Manager.**

**Role Summary:**

Working closely with the Project Manager, the Operations Team Leader is responsible for leading and coordinating the charity’s day to day operational activities. The role ensures services are delivered safely, efficiently, and in line with the charity’s values, promoting a positive, inclusive and supportive environment while supervising and supporting staff and volunteers in a busy operational setting. The Operations Team Leader also plays a key role in maintaining high health and safety standards, managing logistics and workflows. Through effective oversight and problem-solving, the role helps ensure the charity operates reliably and delivers meaningful impact to the community.

The role profile is not exhaustive and other activities at a similar level may need to be carried out.

<b>Key Accountabilities</b>
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1.	Leads in overseeing staff and volunteers, ensuring high-quality, reliable customer service and adequate staffing for all operations. Resolves operational issues or complaints promptly, sensitively and effectively.
2.	Ensures thorough and consistent application of Health and Safety, GDPR, Safeguarding, and Equality, Diversity, and Inclusion policies. Carries out basic risk assessments and report hazards or incidents. Supports the Project Manager with policy updates.
3.	Leads on project operations, including occasionally driving the delivery van, collecting and handling furniture, pricing, scheduling work, preparing sales areas, performing minor repairs, maintaining cleanliness, and serving customers.
4.	Promotes and publicises the project's services and charitable aims through social media and other advertising methods.
5.	Takes the lead in in recruiting, selecting, inducting, supervising, training, and developing volunteers.
6.	Supports the Project Manager in developing and maintaining relationships with referring agencies, customers, business networks, local authorities, and funders.
7.	Deputises for the Project Manager at Board meetings and as a point of contact for out of hours emergencies.
8.	Maintains basic operational records (e.g. stock, pricing, deliveries, health and safety, and incidents).
9.	Supports continuous improvement by suggesting practical solutions to improve operational efficiency.
10.	Carries out any other duties which may reasonably be required within the general level of responsibility for the post.

Person specification	
<b>Knowledge and Experience</b>	
Self-sufficient use of IT	Essential
Experience of managing staff and volunteers	Essential
Experience of using social media for marketing and promotion	Essential
Sound Knowledge of Health and Safety	Essential
Knowledge of the charity sector	Desirable
Knowledge of GDPR	Essential
Knowledge of Safeguarding	Essential
Knowledge of Recycling and Environmental impact	Desirable
Experience of managing and updating a website	Desirable

<b>Skills and Behaviours</b>	
Ability to coach, enable and develop people	Essential
Good written and oral communication skills	Essential
Good presentation skills	Essential
Good negotiating skills	Essential
Good organisational and time management skills	Essential
Good decision making and problem-solving skills	Essential
Well-motivated and reliable	Essential
Adaptable, flexible and a quick learner. Willing to work flexibly within contracted hours.	Essential
Ability to multi-task, work under pressure and meet deadlines	Essential
Values diversity and shows commitment to equality of opportunity	Essential
Ability to work as part of a team and on own initiative	Essential
A positive 'can do' attitude	Essential
<b>Qualifications and Training</b>	
Good educational standard (usually to NVQ level 3) or equivalent through training or experience.	Essential
Full Driver's License	Essential
Customer care qualification	Desirable
Management qualification	Desirable