



## Refurbishment Centre Manager

### Job Description

Job title: Refurbishment Centre Manager

Hours: 40 hours per week

Salary: £28,000

Probationary Period: Six months

Leave entitlement: 25 days plus statutory public holidays

Working week: Monday to Friday 8.30am-4.30pm

Location: Rugby Refurbishment Centre, 6 Paynes Lane, Rugby, CV21 2UH

Reports to: Chief Executive

Tenure: Permanent

### Background – TWAM’s Mission

Tools with a Mission is a Christian charity working mainly in sub-Saharan Africa. We collect usable donated tools from across the UK via a network of volunteer tool collectors. We refurbish them, sort them into trade kits and send them to the developing world for livelihood creation.

We work with churches, community groups and charities currently in DR Congo, Malawi, Tanzania, Uganda, Zambia and Zimbabwe who are training local people in trade skills, such as tailoring, carpentry and mechanics. We provide the tools to equip the training centres as well as individual trade kits for graduating trainees.

TWAM is reliant on volunteers within the UK and overseas to support its work at every level, including many senior management positions. TWAM currently has approx 250 volunteer tools collectors across the country, supported by five volunteer van teams, and three refurbishment centres. In total around 450 volunteers and 8 staff.

### Background – TWAM’s Core Values

As a Christian organisation, TWAM operates to the highest ethical standards in all that it does and is committed, within the resources available, to excellence in its supply of goods and services. TWAM is committed to expressing its core values through every aspect of its work:

- Integrity of the highest standards.
- Accountability and transparency; financial, organisational and personal.
- Good Stewardship of resources.
- Impartiality (non-discriminatory with regard to race, religion, gender, sexuality etc.).
- A commitment to high quality in all of our dealings and actions.

**Empowering people with the tools that create livelihoods and transform lives**

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

t: 01473 210220 e: post@twam.uk twam.uk VAT Registration Number 347292286

Registered charity No: 1104903 (England and Wales) A company limited by guarantee and registered in England no: 5114575



## **CEO's comments**

Tools with a Mission is a growing charity completing a five year strategic plan that will see the charity double in size. We collect unwanted donated tools from across England and Wales, refurbish them, sort them into trade kits and send them to Africa for livelihood creation. The main thrust of our ambitious plan is the opening of a large Refurbishment Centre in Rugby to support and replicate the work of our main centre in Ipswich, Suffolk. The intention that the new centre will send 16, 20ft containers of refurbished donated tools to Africa every year from 2025. In 2023 the centre sent 6 containers.

This is an amazing opportunity for someone to join us and have a direct and real impact changing thousands of lives in Africa by sending the tools that will equip training centres and then put life transforming tools into the hands of graduating trainees.

The current manager has put in place the processes for the efficient refurbishment of tools and has overseen the development of the centre to enable it to reach its targets. We also have a very capable apprentice and volunteer assistant manager along with a volunteer workforce of around 70.

## **Purpose of Role**

To manage the day to day running of the Rugby Refurbishment Centre. The Refurbishment Centre Manager is responsible for:

- Health and Safety and Fire Risk implementation and compliance
- The management of a dedicated team of volunteers
- The safe operation of the refurbishment and storage of tools and equipment
- Managing the refurbishment and preparation of tool kits to meet the container shipping requirements.
- The efficient administration, preparation and loading of containers

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## Scope of Role

The Refurbishment Centre Manager (RCM) will take the lead in the safe and efficient working of the shop floor, both the storage of non-refurbished tools, their sorting and refurbishing and the safe and efficient storage of tool kits and equipment prior to picking for despatch.

The Refurbishment Centre Manager will liaise with the Operations Manager and Ipswich Refurbishment Centre Manager to efficiently and correctly prepare shipping documents, pick and label kits, and safely load the containers. The RCM will also liaise with the Chief Executive and Operations Manager in the planning and implementation of the container shipping schedule.

This position will suit someone with experience managing a warehouse or small engineering facility with a knowledge of all current Health and Safety legislation and volunteer management best practice. The position requires someone able to work alongside volunteers, building a relationship of trust and shared respect. Full training will be given.

We are a Christian charity and the successful candidate will be expected to attend the end of week full staff prayer meeting where we have a mix of Christian and non-Christian staff. There is never any pressure for anybody to pray and nobody is made to feel uncomfortable.

## Primary duties and responsibilities

### 1. Health and Safety Management

Maintain standards of health and safety, and ensure accurate records of all safety checks and equipment. Oversee the planned maintenance of vehicles, machinery and equipment. Liaise proactively with the Health and Safety consultants.

### 2. Fire Safety Management

Maintain the Fire Log Book and carry out all the requirements of fire safety regulation. Liaise proactively with the Fire Assessment consultants.

### 3. Volunteer Management

Organise the induction and training of paid and unpaid staff, as well as monitoring performance and progress. Motivate, organise and encourage teamwork within the workforce to ensure a friendly welcoming environment where teamwork leads to an efficient effective refurbishment centre.

Take responsibility for job allocation and work flow in the workshop including job scheduling for day to day operations.

### 4. Manage the efficient receipt, refurbishment and dispatch of tools and equipment

Manage the efficient offloading and storage of tools and equipment, quickly identifying unuseable tools and disposing of them safely. Ensuring tools are refurbished to TWAM standards and toolkits are completed to TWAM specification.

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**5. Manage efficiently the use of refurbishment equipment**

Ensure all equipment maintains Health and Safety standards and is regularly checked. Ensure all staff and volunteers are trained to use equipment safely and are confident in doing so. It will be essential that you supervise volunteers and staff to ensure these standards are maintained.

Identify staff and volunteers who require ongoing training and implement training opportunities to ensure their skills are improved.

**6. Promptly and accurately respond to communication by email and telephone from the Country Coordinators, Operations Manager and other responsible staff and volunteers.**

Respond promptly and accurately to requests for information concerning stock levels and tool availability.

**7. Have a clear understanding of the company's policies and vision and how the Refurbishment Centre contributes to these**

Maintain a working knowledge of TWAM policies relating to the safe operation of the Refurbishment Centre and Volunteer Management.

### **Job description agreement**

This job description is subject to review. The post may include other duties and responsibilities as determined by the Chief Executive in consultation with the post holder.

### **Main conditions of employment**

#### **Place of work**

Rugby Refurbishment Centre, 6 Paynes Lane, Rugby, CV21 2UH.

#### **Pension**

Tools with a Mission offer a 10% company pension scheme payable either into our Government NEST pension or into your pension scheme if you choose to opt out. Both employer and employee contribute 5%.

#### **Questions?**

Please contact Trevor Maynard our Head of Refurbishment:

trevorm@twam.uk

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## Person Profile

Technical/Specialist Skills	Essential	Desirable
Experience managing a warehouse/workshop		✓
Excellent knowledge and understanding of Health and Safety and Fire Safety legislation	✓	
Knowledge of the legal requirements of operating a warehouse		✓
Accurate record keeping	✓	
Technical and IT skills, particularly when it comes to spreadsheets		✓

Working with volunteers	Essential	Desirable
Experience managing a team of volunteers		✓
Empathy with the needs and motivation of volunteers	✓	
People management skills, including the ability to lead and motivate others, delegate work and explain ideas	✓	
The ability to inspire, motivate and lead a team of people	✓	

Personal Attributes	Essential	Desirable
In sympathy with the faith based Christian values and ethos of the charity	✓	
Well organised and motivated	✓	
Problem-solving skills and the ability to work on a tactical and strategic level		✓
Able to work effectively as a member of a team	✓	
Able to show flexibility and a willingness help out as required	✓	
The ability to work under pressure and to tight deadlines	✓	
Enthusiasm	✓	

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