

Job Description – Donations Hub Manager at The King's Church Wisbech

Job Title: Donations Hub Manager	
Job Type: 1 year contract	
Location: Queen Mary Centre, Queens Road, Wisbech PE13 2PE	
Salary: £16.43 / hour	
Hours: 15 hours / week	
Line Manager: Chair of Trustees	
Start Date: March 2025	Last Reviewed: Jan 2025 Next Review: Dec 2025

A. Job Purpose

The Church has 3 foundational pillars. Loving Jesus, Building Relationships and Serving Our community. This role contributes to all 3 of these pillars. Primarily, this role is about serving the poor of the community whether they are part of the church or not. This in turn leads to us building relationships with members of the community whether they are people in need or volunteers who are helping. Finally, this is a witness to non-Christians. It clearly shows the love of Jesus.

The Donations Hub contains donations of household goods, clothing and food. These assets are to be given to clients who have been referred by allocated referral agencies. Donations of money and assets are encouraged from both clients, the public and other organisations. Assets must be in good condition. The Hub must be well organised and maintained, volunteers should be encouraged and well managed, relationships with referral agencies should developed and efficient operations established. Food donations are to be used as a Community Fridge.

B. Key Responsibilities

Clients

- To offer bespoke help to people who have complex needs.
- To ensure support from the Donations Hub is available when needed.
- To promote independent living for people in need through utilising the assets of the Donations Hub.
- To liaise with external agencies to promote client referrals.
- To manage referral systems to make the process user friendly for clients.

Donations Hub

- To manage a Donations Hub/Community Fridge in an efficient and effective way.
- To manage the day to day running of the Donations Hub ensuring that donations and clients are respected.
- To set the Donations Hub up, managing the process of accepting donations, ensuring all donations are in good condition, then sorted and made ready for all clients as and when needed.
- Set procedures around clients accessing donations, working alongside the Ferry Project and other support agencies to ensure the operations run as smoothly as possible, setting up systems and minimising waste.
- Opening the Donations Hub three times week initially for clients to access food and clothing.
- To establish working relationships with potential businesses, churches and others who will donate into the Hub (e.g. KFC).
- To develop doners to ensure that sufficient donations are being received to meet the needs.
- Arranging stock takes of items donated/bought at least 6 monthly.
- Ensuring any donated food is rotated and managed accordingly to law requirements.
- Manage a budget with Trustees' approval.

Volunteers

- To help recruit volunteers.
- To develop and deliver an induction program for volunteers.
- To have regular one-to-ones with the volunteers with brief notes of the meetings.
- To create a rota of volunteers.
- To ensure all volunteers are trained to be able to carry out their role safely and in a professional way.

Money

- Along with the Chair of Trustees and the church Treasurer develop systems to deal with cash or valuable items donated to the Hub.
- Develop ideas for potential income streams from items not suitable to donate to people in need.
- Work alongside Line Manager and Church Trustees to make best use of any income received.
- Create or contribute to funding applications which will enable clients to get the most benefit from the Donations Hub.

General

- To liaise with Ferry Project staff about all working partnerships.
- In conjunction with other members of both Church and Ferry Project staff and volunteers to be responsible for day-to-day cleanliness and Health & Safety issues within the Donations Hub whilst on duty.
- In conjunction with other members of both Church and Ferry Project staff and volunteers to be responsible for the security of the Donations Hub whilst on duty.
- To act as a representative for the King's Church at internal and external events as required.
- To build strong working relationships with multi-disciplinary organisations, including Social Workers, Family Workers, Police, etc. to ensure our customers receive a holistic support approach.
- In all activities adhere to King's Church policies and procedures.
- Support the development and maintenance of risk management procedures and appraisal systems for all areas of risk, together with procedures and recommendations on policy in relation to the post holder's responsibilities, participating in business continuity planning/emergency management activities and making appropriate recommendations to the Chair of Trustees.
- Regularly reporting to Line Manager and Church Trustees.
- Create and develop new business opportunities and innovation.
- Actively contribute to the development of strategy for the business.
- Contribute towards business planning processes.

Personal

- To lead by example in all areas by demonstrating excellent attention to detail in personal presentation (e.g. clothing) and behaviour, supporting vulnerable clients in a client focused and caring manner.
- Be responsible for promoting a culture of continuous improvement.
- To attend meetings as required.
- To be jointly responsible for the post holder's own personal and professional development, to actively participate in identifying training needs and to be willing to undertake training where a need has been identified and agreed with the Line Manager.
- Bringing forward opportunities for business growth.
- Pro-active enforcement of The King's Church vision and values.

C. Additional Information

i) Context/Environment

As a member of a team of staff and volunteers within The King's Church, the Donations Hub Manager will be working with customers, many of whom will be in need. A key part of this role will be to demonstrate Jesus' love to these people whatever their background or beliefs. As staff and volunteers are usually involved in working on a rota basis, good communication between staff members, volunteers, participants and all external agencies is essential.

Due to the nature of this varied client group, donations hub staff and volunteers are required to always conduct themselves professionally and maintain strong professional boundaries, between themselves and the Hub clients.

The staff member will be supervised on a regular basis, normally monthly, and the job performance appraised annually – as part of the process, the member of staff will be expected to jointly identify training needs with their line manager.

The staff member will need to regularly work in the Donations Hub site but could undertake administrative tasks in the church office or from home.

ii) Skills/Knowledge/Experience

Essential

- A good standard of education including written English.
- Good knowledge of using IT systems applicable to administration including databases.
- A good knowledge of administrative procedures and their maintenance.
- Knowledge of and commitment to working within Health and Safety legislation and best practice.
- Up to date knowledge of Safeguarding legislation.
- The ability to write and produce clear reports.
- Good telephone skills.
- Excellent organisational skills.

Desirable

- Knowledge of the benefit system relating to the Donations Hub.
- Experience of providing a high standard of administrative support, ideally in a small to medium project or business setting.

iii) Education

Essential:

- GCSE English and Maths, achieved at grades A*-C

Desirable:

- x2 A Level qualifications (or Level 3 equivalent) or higher qualification

iv) DBS -

A DBS check is required for this role.

Line Manager Name – Chair of Trustees:

Employee Name:

Line Manager signature:

Employee signature:

Date: