

Job Description and Employee Specification

Job Title:	Reuse Volunteer	Location:	Avonmouth Household Reuse & Recycling Centre, BS11 0YS
Reports To:	Joanna Dainton	Working Hours:	Flexible (to be decided on individual basis)
Purpose:	Assist in the Reuse Shop, help divert usable items from the waste stream and get them back into use!		
Key Responsibilities:	<p>We are looking for volunteers to work with us at the Avonmouth Reuse Shop, the following roles are examples of the kind of work volunteers would be undertaking:</p> <p>1. Customer service team</p> <p>Working in our customer service team will involve daily interactions with the public:</p> <ul style="list-style-type: none"> • Helping customers in the shop to find items • Taking payments and ensuring the shop is well stocked • Learning practical skills including visual merchandising • Displaying stock in the Reuse Shop • Researching items to aid with pricing <p>2. Workshop team</p> <p>It is essential that all the items we sell are checked and tested prior to going into the shop. In the workshop you will work alongside qualified members of staff to ensure all the items we sell are in full working order. There may be opportunities to become trained for example in PAT testing of electrical items.</p> <ul style="list-style-type: none"> • Function testing electrical items (TVs, sound equipment, games consoles) which have been PAT tested • Checking wooden furniture is structurally sound and carrying out minor repairs • Checking and cleaning upholstered items to ensure quality for sale <p>3. Communications and online sales</p> <p>In addition to the Reuse Shop we have set up an eBay shop selling higher value or more specialist items. Working in Communications and online sales team will provide a real opportunity to shape the online presence of the Reuse Shop and to build a following for us across social media and our website.</p> <ul style="list-style-type: none"> • Taking high quality photos for eBay listings • Writing detailed descriptions for eBay listings • Promoting the Reuse Shop on social media platforms • Writing content for our website with updates on the Reuse Shop <p>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve this outcome.</p> <p>General Accountabilities</p> <p>A. The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment</p> <p>B. Work in compliance with the Codes of Conduct, Regulations and policies of Bristol Waste Company</p>		

The contents of this job description reflect the main duties and responsibilities of the job and are not intended to form part of the contract of employment. You can be asked to do anything commensurate with your role.

	<p>C. As a business Bristol Waste Company are committed to the continual improvement of our Integrated Management System (IMS) and our service delivery to meet the needs and expectations of our customers now and in the future. All staff are expected to work in line with the IMS and to contribute to this process of improvement</p>
Essential Requirements, Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Confidence in speaking to the public • Willingness to learn about reuse • Basic reading and writing skills
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Interest in reuse and the waste industry • Interest in or knowledge of electrical repair • Interest in or knowledge of furniture upcycling
Hours:	<p>We are looking for volunteers to help in the shop during the week and on weekends. We will work with volunteers on an individual basis to cover shifts across these hours. To pay travel and subsistence expenses we would expect volunteers to complete a minimum of a 4hour shift.</p>
Contacts:	<p>Internal – operations manager, supervisors (yard and operations), team supervisors, workshop personnel & administrators</p> <p>External – the public, customers and suppliers, statutory authorities (e.g. Health & Safety Inspectors, MOT Inspectors, Police), disposal site operators</p>
Expenses	<p>We will reimburse volunteers with travel and subsistence expenses up to a set limit.</p>
Date of Issue:	<p>6th Jan 2020</p>
Application Form:	<p>To apply please submit an expression of interest using the following link: https://www.bristolwastecompany.co.uk/forms/reuse-volunteer-expression-of-interest/</p>
Closing Date:	<p>31st Jan 2020</p>