

Job Description



Job Title:	Library of Things & Repair Café Manager
Location:	Ty Pawb, Wrexham
Responsible to:	Head of Commercial Services
Number of hours per week:	22 hours Tues – Friday 11am to 3pm and Saturdays 10am - 4pm
Salary:	£15,224 (£25,950 pro-rata)

Background

Lend & Mend, is a place where local residents can borrow items for a small fee, and a repair space, where local residents can get household items fixed for free as well as attend repair workshops.

The purpose of Lend & Mend is:

- Waste Reduction – Repair Cafes help household items be used for longer rather than throwing them away. This reduces the volume of raw materials and energy needed to make new products. It cuts CO2 emissions by reusing instead of manufacturing new products.
- Sharing Skills - By promoting a repairing culture and inviting each one of our visitors to sit with a volunteer repairer, repair cafés show appreciation for the people who have practical knowledge and ensure these valuable skills are getting passed on.
- To provide access affordable borrowing of things they need but don't own, saving money and space in their homes.

Purpose of the job

This role will be responsible for providing oversight of repairs taking place, ensuring health & safety guidelines are adhered to. This role would be ideal for someone with repair and retail skills, perhaps an ex-trades person or electrician, who could carry out repairs themselves. An interest and/or familiarity in repair is essential.

Summary of Main Responsibilities

Key Responsibilities:

- Ensure the smooth day to day running of the Ty Pawb development, undertaking physical tasks when required and delegating to volunteers where appropriate
- Assist with repairs including undertaking PAT testing
- Provide leadership and management direction to a team of volunteers ensuring the operational performance and high customer service standards of the shop

- Ensure that tasks are properly delegated to volunteers in accordance with their training and abilities. This particularly applies to repair tasks.
- Use data and insight to maintain compliance and best practice whilst continually improving the volunteer and customer experience
- Devise and oversee the maintenance of appropriate recording and reporting systems for retail activity
- Create a positive, friendly working atmosphere within the store
- Communicate any volunteer shortages / issues to the Community and Volunteer Coordinator
- Ensure compliance with all aspects of Health and Safety legislation and risk management in the shop
- Achieve and maintain high standards of housekeeping, organisation and cleanliness throughout the shop premises including a high standard of presentation in both the windows and the interior of the shop.
- Work in line with the relevant Policies and Procedures as relevant to the role, particularly data protection, confidentiality, safeguarding, and health & safety

Other

- Undertake any other duties as appropriate within the post.
- The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

Person Specification		
	Essential	Desirable
Knowledge & Experience	• Good experience in retail in high street or charity retail. • Evidence of leadership qualities and people management skills. • Experience of taking the lead on risk assessments and risk management. • Experience managing volunteers. • Repair skills are essential.	• Skills in electrical repairs.
People	• Commitment to equality and diversity and Inclusion.	
Judgement & Initiative	• A genuine commitment to the values and ethos of Refurbs. • Ability to work within a culture of confidentiality, equal opportunities and safeguarding. • Effective at building strong working relationships.	
Communication	• Exceptional communication skills, both written and verbal.	• Ability to communicate through the medium of Welsh
Resources	• Competent in MS Office – particularly Word, Excel and Outlook – and in working with proprietary IT systems.	• Repair based qualifications would be highly desirable • PAT testing qualification

Other

- Full Driving licence

- Access to a vehicle