



Job Title: Acorn Collections and Deliveries Administrator **Reports to:** Reuse Team Leader

Division: Acorn **Hours:** 20 hours (8.30-12.30 Mon-Fri)
9 month fixed term contract

Salary: £15.90 per hour

Job Purpose:

To coordinate the deliveries and collections service for Acorn in conjunction with other administrative functions for the Acorn site.

Principal Accountabilities:

1. To arrange the delivery of purchases from Acorn customers following up with customers by phone and email.
2. To respond to all email and phone enquiries to Acorn regarding the collection/donation of furniture to Acorn.
3. To create a daily/weekly schedule for the drivers to ensure they have sufficient information regarding deliveries and collections.
4. To create a deliveries and collections schedule taking into account efficiencies of travel and logistics.
5. To reply to all basic/general enquiries to Acorn by phone email (typically opening hours, what we do/don't accept, what we can/can't collect).
6. Book vehicles into the garage for routine services and repairs, coordinating collection of vehicles
7. Complete a monthly checklist for the company vehicles.
8. To order administration supplies for the Acorn site and for the shop e.g. pricing guns, printer cartridges, PPE equipment.
9. To carry out a monthly Health and Safety checklist highlighting any concerns to the Reuse Operations Manager.
10. To provide excellent customer service representing Acorn.
11. To work in other areas of the Reuse shop as directed and when necessary for staff cover/changing priorities.
12. To work safely and follow the health and safety policies and procedures.
13. To assist with positively promoting and marketing the work and products of the reuse Centre scheme and the work of Acorn and The Jersey Employment Trust at all times.

14. To work as part of a team, attend and contribute to regular team meetings

Secondary Accountabilities:

1. To assist with the cover of other staff during times of leave and sickness
2. Will require a basic police check.

Knowledge, Skills, Experience, Qualifications:

Essential Requirements:

1. Good working knowledge of Outlook, Word & Excel.
2. Excellent communication and interpersonal skills
3. Good island wide knowledge – ability to create efficient schedules for the drivers.
4. Good organisation and time management skills
5. Attention to detail – ensuring all details are collected from the customers to ensure efficiency for the drivers.
6. It is essential that the post holder can demonstrate a flexible and positive attitude towards people with disabilities. Whilst it may be useful to have direct experience of working with people with disabilities, it is not an essential requirement.
7. The ability to work independently and on own initiative, as well as to work within a team.

Desirable Requirements:

1. Previous scheduling/diary management experience
2. Previous charity shop retail experience.