



JOB DESCRIPTION

Title: Operations Assistant

Hours: 15 - 20 hour contract (*negotiable*).

Work Pattern: You will be required to work on a Tuesday, Wednesday and Thursday between 9am and 4pm - (*working hours will be agreed as per above*)

Salary: Full Time Equivalent of £24,570. Paid pro rata once hours are determined.

Reports to: ESUB Manager

Location: 1 Lochside View, Edinburgh, EH12 9DH – with travel in and around Edinburgh.

Charity Overview

Edinburgh School Uniform Bank (ESUB) supports families experiencing hardship by providing school uniform and other essentials required for the school day. Our aim is to enable youngsters to get the best from their education and to reduce the risk of isolation, bullying and associated poor self-esteem and mental health issues. Further information can be found on our website www.edinburghuniform.org.

Job Summary

The Operations Assistant will support the Operations Coordinator and Manager in the day to day running of the charity.

A key focus will include supporting the Operations Coordinator as directed in overseeing the following: sorting and recording donations, packing bags of uniform, delivering uniform around the city and various other activities. There will also be responsibility alongside the Operations Coordinator for developing outreach services to make school uniform and items that support attendance and participation, accessible in local communities.

Tasks will sometimes be undertaken by the post holder themselves, and at other times they will delegate work to volunteers or seasonal operations assistant staff.

The Operations Assistant will need use of their own vehicle to travel in and around Edinburgh as part of the role, ensuring their route is planned to ensure best value and best use of time.

The role requires a meticulous, organised and methodical approach to every aspect of our operation. The bespoke packs of uniform which we provide to local children must accurately fulfil the request, to make the recipient feel valued and positive about their education. It is also very important that expenditure is recorded accurately. Note - This is an active and physical role, with lifting and carrying items to and from your car.

Job Summary

- 1 - The Operations Assistant will be responsible for delivering items for all strands of work. This will be done within the agreed timeframes for each service and a mileage allowance will be provided. We require discretion, a positive approach and we need you to maintain positive relationships with all external contacts.
- 2 - The Operations Assistant will be responsible for collecting items from our drop-off points on a weekly basis. A rota of collection will be set by the Operations Coordinator and must be met.
- 3 - The Operations Assistant will be responsible for ensuring our community rails are stocked with ESUB items, delivering items to our Community Rails and collecting surplus, ensuring the items donated and retained are logged and itemised and those returned to ESUB are also logged and recorded.
- 4 – The Operations Assistant will be responsible for ensuring that all items to be delivered to all our workstreams are counted and itemised and logged on our partnership tracker.
5. The Operations Assistant will sort preloved items, with support from Volunteers, ensuring they are weighed, stored or allocated as appropriate.
6. The Operations Assistant, will support the Operations Coordinator in the purchase of items for our work streams as and when required to, ensuring receipts and data are kept for recording purposes.
7. The Operations Assistant will be responsible for doing some administration of the financial aspects of the Charity's work. This may include working on Excel spreadsheets and Microsoft documents. This will be directed to you by the Operations Coordinator.
8. The Operations Assistant will be required to use their own vehicle to travel in and around Edinburgh as part of the role. You will be required to plan your route to ensure best value and best use of your time. You will be expected to travel as and when required and a mileage allowance will be paid to you.

9. The role requires a meticulous, organised and methodical approach to every aspect of our operation, as well as excellent interpersonal skills.

10. The Operations Assistant will work closely with our volunteers ensuring they are guided towards completing allocated tasks and are following ESUB tracking and recording guidelines. The Operations Coordinator will inform you of the required weekly tasks.

11. The Operations Assistant will be required to meet and greet visitors, ensuring ESUB is seen in a positive way.

12. The Operations Assistant will be required to undertake tasks to a high standard, as requested by the Operations Coordinator and Manager, that fall within the remit of their role.

13. The Operations Assistant may be required to capture and input data onto our recording systems, ensuring accurate and up to date information is available to support the reporting to the Board or funding bodies.

14. The Operations Assistant will be required to take photos and capture information that may be useful for our Social Media campaigns, with appropriate permissions and as guided by the ESUB manager and Operations Coordinator.

Experience and Skills

- Work experience in a similar or transferable capacity.
- Demonstrable organisational skills and meticulous attention to detail, with functional maths skills, for example managing lists and putting together costings
- Basic proficiency in using Excel, Word and Email and excellent written and verbal communication skills in English
- Ability to work as part of a team
- Personal values that are aligned with ESUB's ethos of equity and dignity for all

Working Hours and Location

- 15 to 20 hours per week (negotiable), to be worked on a Tuesday, Wednesday and Thursday between 9am and 4pm. Note – this post is not suitable for working from home.
- pro-rata equivalent of 25 days annual leave plus bank holidays. Annual leave must be approved by your Manager. Note this is a year-round job and is not suitable for an extended break in the summer.

- travel within Edinburgh and neighbouring areas will be required. You will be required to plan your route to ensure best value and best use of your time.
- must have use of own reliable car with full driving licence and suitable insurance. Mileage expenses will be paid as appropriate. Vehicle needs to be LEZ compliant
- The role is for an initial 12 month contract which is renewable subject to funding being available.
- The position is subject to a PVG Disclosure.

Health & Safety, Data Protection

Employees are responsible and accountable for:

- compliance with workplace policies and procedures for risk identification, risk assessment and risk control e.g. lone working such as school and community group deliveries.
- active participation in activities associated with the management of workplace health and safety.
- This is an active and physical role, and the Operations Assistant will be required to be mindful of risk assessments and health and safety requirements to protect their own physical wellbeing.

This job description is only a summary of the functions of the job and not a comprehensive list of all possible responsibilities, tasks and duties which may differ from those outlined. There may be other duties that will be assigned to you within reason, as part of the job.