



<https://faithinfamilies.wales/job/cwtch-mawr-multibank-facility-and-development-manager/>

Cwtch Mawr: Multibank Facility and Development Manager

Description

Closing Date: 16th December 2024 @ 17:00 pm.

What is a multibank?

A multibank is a clothes bank, bedding bank, baby bank, hygiene bank and furniture bank all rolled into one.

The idea is simple: companies have the surplus goods people need and local charities know the people who need them; The Multibank initiative connects the two to reduce the effects of both poverty and environmental waste.

Multibank overview: <https://www.youtube.com/watch?v=kND8J0nILkU>

- Our partner retailers work with us to identify suitable goods for donation and compile an inventory of goods being donated
- These goods are delivered to our warehouse where they're sorted and stored.
- An inventory of goods is circulated to referral partners utilising a click and collect system.
- We pick and pack the items requested by partners
- Partners pickup and delivery the items to people in need predominantly although we will be making limited deliveries to ensure equitable access.
- We secure the support of an increased range of suppliers and arrange transport for additional donations

Responsibilities

Faith in Families, a thriving charity in Swansea, is seeking an experienced Manager to oversee the operations of its growing warehouse that supports over 100 local charities. In this role, you will be responsible for managing all aspects of the end-to-end warehouse process, which currently handles 20,000 units per week and is growing quickly and maintaining and developing key stakeholder relationships.

Key Responsibilities:

- Manage all Health & Safety processes and procedures within the Warehouse.
- Ensure the efficient and seamless operation of the warehouse, overseeing the receipt, storage, and distribution of donated goods to internal projects and partner charities, including the coordination of company vans.
- For all referrals (internal/external) where additional needs are identified, collaborate with internal, and appropriate external services, to ensure needs

Hiring organization

Faith in Families

Employment Type

Full-time

Job Location

Unit 4 RVB Park, SA6 8QD, Swansea, Llansamlet

Working Hours

37 Hours Monday-Friday

Base Salary

£ 40,000.00

Date posted

20 November 2024

Valid through

16.12.2024

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are met and highlight to appropriate colleagues/professionals

- Develop and implement strategies to streamline processes, optimise productivity, and enhance the quality of service.
- Support the reputation and growth of the Cwtch Mawr multibank in the community.
- Create and foster a culture of safety and well-being for the warehouse team.
- Analyse shift performance data against key objectives and implement actions to maintain high standards of operational excellence.
- Collaborate with management-level colleagues at Amazon and other Multibanks, to standardise and improve warehouse practices.
- Oversee projects aimed at enhancing productivity, reducing waste, and improving the overall customer experience for the charity partners.
- Mentor and develop the warehouse team and Referral Coordinator, providing guidance and support to ensure they are equipped to deliver exceptional service.
- Maintain strong relationships with partner charities, understanding their evolving needs and adapting the warehouse operations accordingly.
- Work with multiple local businesses and key companies on donations and other partnerships. i.e. identification of surplus donations and relationship building of further key suppliers.
- Support the promotion of the project with existing and potential suppliers/stakeholders including hosting on site visits
- Collaborate with internal colleagues such as Volunteering Manager and Training and Community Development Worker to develop opportunities for the community.
- Collaborate with a diverse team that includes paid staff and unpaid volunteers, placements from different sectors of the community.
- Be part of the Core Services Executive Team and Senior Leadership Team.
- Review and maintain systems and recording processes
- Ensure reporting to stakeholder by agreed deadlines
- Garnering feedback from all stakeholders
- Proactively work towards both financial and non-financial measurable objectives to meet the strategic aims of the charity.

Qualifications

- Strong and proven experience in stakeholder engagement. This post will involve relationships with local, regional and National Government, policy

development with Multibank UK, Local Housing Associations, relationship building with manufacturers and other businesses.

- Bachelor's degree or equivalent in a relevant field (e.g., logistics or supply chain management).
- Excellent communication, negotiation, and facilitation skills to engage stakeholders effectively.
- Proven track record in people management and leading high-performing teams.
- Good IT skills, Office Work and Excel in particular and the ability to analyse and interpret data and prepare reports
- Proficiency in verbal and written communication in English, additional proficiency in Welsh, however not mandatory for application.
- Familiarity with Lean and Six Sigma methodologies is highly desirable.
- This is an exciting opportunity to make a significant impact in the local community by ensuring the efficient and effective operation of a vital resource supporting numerous charitable organisations. If you are a driven, detail-oriented, and collaborative individual with a passion for logistics and a commitment to making a difference, we encourage you to apply.

*** Please upload a CV and Covering letter outlining why you would be an asset to our charity ***

Job Benefits

Holidays: Holiday entitlement that increases with length of service from 20 days to a maximum of 33 days plus 8 bank holidays (based on full time equivalent).

Sickness pay: increases with length of service to a maximum of 6 months full pay and 6 months half pay.

Stakeholder pension scheme: with 7.5% employer contributions.

Learning and Development opportunities available.