

Purpose

To support the Hub Manager in the effective and efficient day-to-day running of the KidsBank operation.

Reporting

Reporting to the Hub Manager.

Key Responsibilities

Duties include:

- Work closely with the Hub Manager providing holiday and sickness cover.
- To become familiar with all KidsBank procedures to support the Hub Manager as required.

Hub Manager Support

- Processing of referrals – loading them on to the system, communicating with referrers, and preparing referral forms for the volunteers when the Hub Manager is not present.
- Facilitating the processing of donations and overseeing quality control of donations and referrals when the Hub Manager is not present.
- Supervising volunteers when the Hub Manager is not present.
- Co-ordinating deliveries, including calling clients and liaising with delivery drivers.
- Opening and closing the Hub, ensuring alarm systems are set, when the Hub Manager is not present.
- Assisting with the transfer of seasonal stock to local storage facility and between Hubs.
- Assisting with the management of stock levels.
- Greeting and responding to visitors to the premises, ensuring donations meet KidsBank quality and safety standards.
- Completing a variety of administrative tasks including maintaining Referral Data, Client Data, Impact Reporting Data and ensuring compliance with GDPR Regulations.
- Providing support with website/social media content.
- Managing the event schedule including Pop-up events, Corporate Volunteering Days and other appointments.
- Assisting the Project Manager in the co-ordination of the Christmas project, involving working overtime in November/December.
- Assisting the Project Manager in the co-ordination of the Uniform project.
- Responsible for regularly attending 'Pop-Ups' in the community.
- Periodically represent KidsBank at networking events, for which sufficient notice will be given.

Additional Duties

- Attend relevant training courses to enhance personal development.
- Perform all other reasonable duties as requested by the Hub Manager for the successful completion of your job description.

Holidays

The Referrals Manager and Hub Manager cannot take holidays at the same time.