



Business Operations Manager

Job Description

Resco

Resco is an exciting venture inspired by the firm belief that every business has the opportunity to generate social impact, creating positive change in communities. Resco supports enterprises by running an employability programme, providing work experience, training and mentoring for participants seeking to get back into employment.

As a dynamic start up, we are seeking a self - starter who has a creative, innovative and proactive approach and is keen to make an impact and take a leading role in shaping and developing a rapidly growing business.

Resco Social Welfare Solutions

Our main business provides re-use and new furniture, appliances and homeware to local authorities, housing associations and charities as part of their welfare grant system. The business also provides re-use and new furniture to the general public with an emphasis on helping those marginalised by society. This is facilitated through our shop, Chiswick Furniture Centre (CFC).

By sourcing furniture from homes that no longer need the items, we are providing positive impact to the environment whilst serving local communities. We have succeeded in becoming members of the London Reuse Network and Furniture Reuse Network (LRN and FRN) and are leaders in the field.

The money generated from sales goes into running and developing the employability programme, enabling and empowering the long-term unemployed to find employment through training, work experience and tailored one to one coaching and mentoring.

Main Purpose of Job

To manage, oversee and develop the operations of Resco Social Welfare Solutions and Chiswick Furniture Centre, building upon the core foundations established, bringing innovative ideas and a creative approach at an exciting time of expansion. Working with the Director of Operations and Business Development to provide an improved customer experience for individual customers at the retail level and with larger contracts. The role will involve managing the clients for larger contracts and marketing the services provided. The Operations Manager will be key in developing and managing the work experience element of the employability programme within a thriving business.

The Operations Manager will project manage the operations, logistics, finances and people to a high and professional standard.

Line Management/Position in Organisation

Reports to: Director of Operations and Business Development

Direct reports: CFC Drivers, CFC Supervisors

Liaises with: All internal departments
Sales & Logistics Co-ordinator
Employability Programme participants
Customers
External organisations, suppliers and networks

Place of work: Resco House, Great West Road, Brentford, London. TW8 9BW. You may occasionally be required to work at another location as the need arises.

Hours of work: 35 hours per week. Normal working hours are Monday 12:00 – 8:00; Tuesday - Friday, 09:30 - 17:30. However, you may be part of a rota which will require you to work some Saturdays and evenings in response to the needs of the business.

Duties and Key Responsibilities

Team Management

- To manage the furniture team to ensure all business activities are undertaken to a highly professional standard.
- To enable your direct reports to realise their potential and contribute to the continuing success of the business.
- To performance manage the staff team with personal development plans and regular reviews, creating learning opportunities in line with the strategic goals of the business.
- In liaison with the Resco Programme Manager and other key stakeholders to co-ordinate the day to day running of the employability programme to retain, manage and develop the participants, ensuring strong communication channels are kept with the wider team.
- To work with the Sales and Logistics Co-ordinator to create an environment conducive to a positive social impact experience for employability programme participants.

Skills & Customer Services Development

- To strategically identify and develop on the job training in response to the needs of the business; equipping participants with transferable skills for the workplace, enhancing their employability.
- To demonstrate a coaching/mentoring approach to ensure employability programme participants become work ready; developing skills, confidence and a professional mindset for graduating into employment or further training.
- To manage the customer service team, ensuring that customers, via phone, e-mail and in person are treated in a professional manner.
- To inspire and motivate the team to promote excellent customer service to customers, ensuring Resco's reputation is developed as a leader in the field.
- To implement new customer service standards within the business including an accredited standard of customer service.

Logistics & Operations Management

- Overall responsibility for the use of the business systems and activities including the Electronic Point of Sale (EPOS) systems, stock management and online shop.
- To ensure accurate records of sales, collections and deliveries are maintained and improved.

- To liaise with Director of Operations and Business Development to analyse costs and set prices.
- To oversee Health & Safety procedures and ensure that the business complies with best practice and legal practices.

Business Development & Administration

- To work with the Director of Operations and Business Development on marketing and growing all aspects of the businesses.
- To manage external relationships and contacts.
- To gather qualitative and quantitative marketing feedback information to inform marketing activities.
- To improve and complete business related administration including finance reporting, maintaining local authority grant records.
- To manage the safe, petty cash and travel bursaries.
- To respond to customer enquiries, complaints and bookings; face to face, by telephone and e-mail.
- To streamline business activities, creating improvements to business processes and procedures where necessary to ensure the smooth operation of the business.
- To create clear lines of communication with external bodies to allow the businesses to develop from feedback given and lessons learnt.

General

- To attend and participate in Resco events as required.
- To undertake ad hoc tasks as required.
- To be committed to the outworking of Resco's Christian Vision and Values.

Person Specification

	Essential	Desirable
<p>Education (Eg: degree/professional qualification)</p> <p>Willing to undertake relevant training as necessary</p>	<ul style="list-style-type: none"> GCSE or equivalent including Maths and English 	<ul style="list-style-type: none"> Further education or degree
Experience	<ul style="list-style-type: none"> Experience of project management and operations Experience in using Microsoft Office programmes, with a particular emphasis on Excel. Experience of people management in a variety of environments 	<ul style="list-style-type: none"> Experience of working with marginalised and vulnerable adults or a good understanding of the context Business development and sales experience.
Skills/Abilities	<ul style="list-style-type: none"> Strong project manager Highly organised and systematic approach Excellent verbal and written communication skills Ability to use initiative to adapt to different work pressures and meet deadlines Proactive approach and commitment to see projects through to completion Excellent customer interaction and care skills Creative thinker with good project management skills 	
Personal Qualities	<ul style="list-style-type: none"> Ability to support, assist and motivate other team members Relates effectively with people of all ages and walks of life in large groups, small groups or one to one settings Ability to personally outwork the Christian values of Resco 	

