# HUB RESOURCING CO-ORDINATOR

## JOB DETAILS

<table>
<thead>
<tr>
<th>DIVISION:</th>
<th>Supporter Engagement</th>
<th>TEAM:</th>
<th>Retail operations – eCommerce Hub Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCATION:</td>
<td>Southern Logistics Centre, Milton Point, Milton Keynes</td>
<td>CONTRACT TYPE:</td>
<td>Fixed Term 12 months</td>
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<tr>
<td>GRADE:</td>
<td>D</td>
<td>JOB FAMILY:</td>
<td>Retail</td>
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<tr>
<td>SALARY:</td>
<td>£19,700 - £29,396 FTE</td>
<td>HOURS:</td>
<td>36 hours per week – 5 days out of 7</td>
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<td>This role may involve shift work and some weekends</td>
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## FLEXIBLE WORKING

We believe flexible working is key to building the Oxfam of the future, so we’re open to talking through the type of flexible arrangements which might work for you and the business.

## DIVISION PURPOSE:
To make as much profit as possible to help Oxfam end the injustice of poverty through the ownership of the retail strategy, our retail products and new channel formats in our portfolio. To be commercial, creative and innovative regarding products, channels, and retail opportunities. To drive a step change in commercial activities in line with market changes post-Covid19.

## TEAM PURPOSE:
To maximise income through the sale of goods on Oxfam’s online platform and other marketplaces. To grow on-line retail and be part of Oxfam’s eCommerce expansion plans.

## JOB PURPOSE:
The role will be to coordinate the recruitment, induction and shift placement of staff and volunteers for Oxfam’s Hub Operation in Milton Keynes (Milton Point). To ensure adequate numbers of staff, trainees and volunteers are available to fill shifts as required to maximise operating hours, increase production and deliver the highest standards of customer service. To recruit and promote a diverse and inclusive workforce in line with Oxfam’s aims and objectives. To work in collaboration with others regularly taking onboard advice and new information to support the building and delivery of the Hub people strategy. Effective management of all related paperwork and systems. To work within Oxfam’s policies and procedures. To be successful in the role you must have excellent communication skills, a passion for people and the work Oxfam does

## POST HOLDER REPORTS TO
Hub Operations Manager

## JOBS REPORTING TO THIS POST
None

Support and guidance for placements and volunteer team members as required

## BUDGET RESPONSIBILITY
No

## DIMENSIONS OF THE ROLE
- To maximise operating hours of our Online Hub through optimising shift capacity and filling the rota
- To be instrumental in the delivery of the Hub people strategy meeting resourcing targets through the recruitment and retention of volunteers and trainees

Job profile template version 1 – 17.03.20
• To support with the induction of volunteers and trainees
• Ability to analyse and interpret external and internal information and assess its influences and actions required as a result
• Analyses information from a number of sources and responds to queries, providing appropriate solutions to resourcing issues.
• Provide appropriate solutions to placement queries and support their wellbeing
• Contributes to the organisation and management of new and established ways of working, systems, and processes
• Can work through and reach a solution for often complex problems in collaboration with others
• Works across departments both within the Hub and the wider Oxfam
• Has the ability to motivate, encourage and enthuse others to ensure the value of donated stock to Oxfam is maximised through strong teamwork and clear understanding of what is required
• Rises to the challenge and delivers against ambitious targets

KEY RESPONSIBILITIES

• To develop and deliver a robust people strategy for our Hub operation
• To recruit and increase numbers of placements and volunteers to fill shifts as per operational requirements
• To manage the Hub rota
• To develop and grow new and existing partnerships. Building strong relationships with internal and external partners.
• Train, support and empower volunteers and placements to support the Online Hub operation
• Work to deliver against KPI’s set and deliver against ambitious targets
• Adhere to Oxfam’s policies and procedures
• Ensure all equipment is used appropriately, and Oxfam’s health and safety requirements are followed.
• Work collaboratively, continuously looking at ways to make improvements
• Implements plans and objectives into successful activities
• To work in line with Oxfam’s values of accountability, empowerment and inclusiveness

PERSON SPECIFICATION

Most importantly, every individual at Oxfam GB needs to be able to:

• Live our values of INCLUSION, ACCOUNTABILITY and EMPOWERMENT (read more about these here).

• Ensure you commit to our ORGANISATIONAL ATTRIBUTES (including adhering to the Code of Conduct):

1. BE COMMITTED TO OUR FEMINIST PRINCIPLES, AND TO APPLYING THEM IN YOUR DAY-TO-DAY BEHAVIOUR AND YOUR WORK. BE READY TO KEEP LEARNING, WITH ACCOUNTABILITY TO THOSE WHO EXPERIENCE OPPRESSION AS A RESULT OF THEIR IDENTITIES, SUCH AS THEIR GENDER, RACE/ETHNICITY, DISABILITY, CLASS, OR LGBTQIA IDENTITY.

2. BE COMMITTED TO UNDERTAKING OXFAM’S SAFEGUARDING TRAINING AND ADHERING TO RELEVANT POLICIES, TO ENSURE ALL PEOPLE WHO COME INTO OXFAM ARE AS SAFE AS POSSIBLE.

EXPERIENCE, KNOWLEDGE & COMPETENCIES
Essential

• Self-Awareness
• Relationship building
• Enabling

In addition you will:

• Work in line with Oxfam’s values of accountability, empowerment, and inclusiveness.
• Be an effective role model demonstrating high levels of performance and professionalism with a continued focus on personal development
• Ability to use and interpret data to deliver KPI’s
• Have excellent organisational and planning skills
• Motivate and support individuals and teams to deliver aims and objectives set
• Be adaptable and flexible
• Have excellent verbal and written communication skills with the ability to engage with staff and large teams of trainees and volunteers
• Have good time management skills and have the ability to manage often conflicting priorities
• Have an awareness of Health and Safety issues
• Have excellent IT Skills and knowledge of social media platforms

At interview, shortlisted candidates will also be assessed on our values and organisational attributes, as outlined above.

Desirable

• Experience working in the retail, online sector
• Have experience of working with volunteers
• Health & Safety in the workplace

Safer recruitment: All offers of employment are subject to satisfactory references and appropriate screening checks (which can include counterterrorism, safeguarding and criminal records checks). You can find out what this means here.

DBS CHECK REQUIRED No

FOR HR USE ONLY

Graded and reviewed by: Ewa Rock

Job Title: UK Reward Advisor

Date: 23rd March 2021