



Job Description: Referrals Coordinator (Regional Distribution) **Part time – 20 hours per week**

The organisation:

Stripy Stork is a registered charity (1161613) who transform the lives of families in need through the simple act of recycling. We collect new and pre-loved items for babies and children - equipment, clothes, furniture, and toys - and distribute them to families across Surrey and surrounding areas. The families Stripy Stork help are facing a range of challenges including homelessness, unemployment, low wages/high living costs, long term ill health, and domestic abuse.

Stripy Stork believe that every child deserves the **same start** and that by sharing the items our families have outgrown we can support a circular economy in a focused and meaningful way.

Our vision is that **every child in Surrey** has access to the essential things they need to develop and meet their potential.

Our mission is to **alleviate the impacts of childhood poverty** by providing a practical way for families to help each other with kindness and purpose.

Meet us here: <https://youtu.be/CDZcFsz6ZAg>

Access our annual reports here: <https://stripeystork.org.uk/annual-reports/>

Overview of the role:

We want to drive the growth of referrals to our service by fully rolling out our delivery service, and by providing logistical and distribution support to our team at both our sites and across our regional partner hubs, using our electric van. This will involve:

- Fully rolling out our developing delivery service across Surrey, using our van to deliver items from our two sites in Reigate and Redhill, to help referral organisations access our service more easily and ultimately reach more families who need our help.

- Supporting other regional organisations who also work with families by providing them with stock and resources.
- Organising the collection of donations of most-needed items from regional hubs and partners to be processed at our warehouse in Reigate.
- Supporting the existing referrals team in our warehouse at key times to allow deliveries to be packaged and sent out more quickly.

Key Responsibilities:

- Delivering items across the Surrey and bordering areas in our company electric van.
- Ensuring our vehicle is used responsibly and safely and remains clean and well-maintained, including managing charging.
- Being a point of contact for delivery logistics and working with the Referrals Team Leader to ensure that the schedule uses resources to best effect.
- Being a trusted 'face' of the organisation, building relationships with partner organisations and communicating effectively with the Referrals team in the warehouse to answer questions and queries from partners.
- Supporting the Referrals team in preparing packages for delivery in response to referrals made with regard for the safety and quality standards set by Stripey Stork.
- Using Salesforce to track submitted referrals and planned deliveries and keep accurate data.
- Working with the Donations Coordinator to plan and manage collections of most-needed items from key locations around the region, in accordance with our current wishlists and safety and quality standards.
- Supporting the wider Operations Team with logistics and moving resources between our two sites.
- Confidently sharing information about the Stripey Stork service in order to raise awareness of our offer and help us reach more families experiencing poverty.
- Maintaining our high professional standards and living our values in all interactions on our behalf.
- Upholding company policy relating to confidentiality and the collection and storing of referrals data.
- Being a key member of the Stripey Stork team and contributing ideas and assistance to ensure the organisation meets its targets and remains successful.

Key Skills and Attributes:

- Full clean UK Driving license (vehicle provided for making deliveries during work hours).
- Confidence driving a long wheel-base transit van and awareness of safe and considerate driving behaviours.
- Being comfortable lifting and carrying large items such as cots and beds.
- A knowledge of the way we work at Stripey Stork, and support for our cause.
- Some working knowledge of baby items and equipment would be an advantage, but not essential.
- Willingness to work flexibly on occasions – in terms of both time and task.

- A friendly, personal manner and ability to be polite and courteous to all those you meet during your work.
- Ability to remain calm under pressure.

Your working week:

Your typical week will involve spending a lot of time on the road in our brand new electric transit van, delivering to our partner organisations and delivery hubs across the region. You will take the lead at each end with loading and lifting, and make sure items delivered are clearly labelled and received by the right person. You might spend time at one of our hubs receiving donated items from the public, before bringing them back to base to be fully checked and cleaned. Some shifts will begin with time spent in the warehouse, supporting the packing up of referrals in preparation for delivery, and some will involve moving items between our two sites. You will join our Operations Team meetings to keep up with the priorities for the team that month, and you will support the Referrals Team Leader in building relationships with the organisations and individuals you meet on your deliveries, perhaps answering queries about items available, or giving more information about elements of our service they may not know about, taking every opportunity to raise awareness so that our service is available to every family who needs us.

Hours of work:

We are offering an FTE salary for the role of £25,007 pro-rated to 20 hours a week (based on working week of 35 hours).

The working hours will reflect our current [operating hours](#) (days to be agreed).

The role is offered on a standard annual basis with 33 days holiday, inclusive of bank holidays (these will be pro-rated to reflect working hours).

Some flexibility around school holidays is possible.

The role holder will be eligible to join the company pension scheme (NEST).

Role reports to:

Referrals Team Leader

Location:

The role is based at 51a Albert Road North, Reigate, RH2 9EL and will involve daily travel across Surrey and bordering areas in a company vehicle.

Contract:

This is a permanent contract with an initial three-month review period.

To apply send a CV and covering letter including details of why you want to work for Stripey Stork and what makes you perfect for this role, to: recruitment@stripeystork.org.uk by 12pm on Monday 15th April 2024.

To arrange a tour of the warehouse prior to making an application please email info@stripeystork.org.uk

Stripey Stork are working hard to create an inclusive team culture, reflecting the diversity of the community we serve. We are committed to making our recruitment process and roles accessible and encourage applications from people from a broad range of backgrounds and circumstances, including those who are under-represented, or have lived experience of the challenges facing families we support.