



Job Description: Referrals Coordinator

Part time – 17 hours per week

The organisation:

Stripey 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 Stripey Stork help are facing a range of challenges including homelessness, unemployment, low wages/high living costs, long term ill health, and domestic abuse.

Stripey 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 and Croydon** 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 are looking for a Referrals Coordinator to join our experienced team.

This role will work directly with the referral partners using our service to support families they work with, managing online referrals, collections and deliveries from our warehouse.

Key responsibilities of the role:

- Managing outgoing items from Stripey Stork in response to requests for help, in accordance with Stripey Stork's safety and quality standards.
- Managing the online referrals system and responding efficiently to the requests made.
- Reviewing and prioritising requests made and allocating stock to meet the requests.
- Managing the refer@stripeystork.org.uk email account, answering emails promptly and professionally.

- Maintaining records of referral sources and providing information and guidance to new contacts.
- Producing helpful guidelines on how referrals should be made to Stripey Stork.
- Setting the schedule of when items can be collected and liaising with the referral sources accordingly.
- Working closely with the Donations Coordinator and contributing to the monthly 'wish-list' of items needed/not needed.
- Upholding company policy relating to confidentiality and the collection and storing of referrals data.
- At times standing in for the Referrals Team Leader, preparing updates for the team or our referral partners, and occasionally attending events/meetings to collect feedback and promote the work of Stripey Stork.
- 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 attributes required for the role:

- A knowledge of the way Stripey Stork operates and support for our cause.
- A good knowledge of health and social care systems in Surrey and the way they interact in support of families.
- A good working knowledge of baby items and equipment and their appropriateness for the families Stripey Stork support.
- 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 visiting the warehouse.
- Ability to remain calm under pressure.
- Experience with CRM systems (Salesforce preferred), and Excel.
- Full UK driving licence (driving of company vehicle may be required).

Please note the following:

- This role involves regular working in a warehouse environment, and regular lifting and carrying of items like prams and sections of unassembled cots etc.
- This role will be offered subject to a clear enhanced DBS check.

Hours of work:

17 hours per week at £13 p/h across three shifts per week (shifts usually 9am to 2pm or 10am to 3pm). This equates to a full time equivalent annual salary of £23,660 (pro-rated to reflect working hours).

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

Role reports to:

Referrals Team Leader

Location:

The role is based at 51a Albert Road North, Reigate, RH2 9EL. Work at our Redhill site (Raven House, 29 Linkfield Lane, Redhill, RH1 1JP) may be required on occasion.

Contract:

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

To apply send a CV and covering letter explaining why you would be suitable for this role to: recruitment@stripeystork.org.uk by 12pm on Monday 7th October 2024.

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.