

Dear applicant,

Thank you for downloading this applicant pack; we are delighted that you are interested in the **Too Good to Chuck Pre-Loved Project Co-ordinator (Customer Service Face-to-Face)** role with the **Wolverhampton Methodist Circuit**. Inside this pack you will find more information about the role and how to apply, as well as an introduction to the Circuit.

We are looking for a **Too Good to Chuck Pre-Loved Project Co-ordinator (Customer Service Face-to-Face)** to manage the project on the front line by leading on the digital shop. A full job description can be found on the following pages.

For an informal discussion about this role contact Ed Bridgewood, Missional Project Development Manager by emailing [edbridgewood@gmail.com](mailto:edbridgewood@gmail.com) To apply, please complete the application form available at [West Midlands Methodist District | Vacancies](#) and email it to [edbridgewood@gmail.com](mailto:edbridgewood@gmail.com) before the closing date.

We look forward to receiving your application!

## About Us

The Wolverhampton Methodist Circuit is a vibrant network of churches committed to sharing faith, serving the community, and supporting people of all ages.

We work together to create welcoming spaces, deliver impactful projects, and nurture spiritual growth.

Our mission is rooted in inclusivity, compassion, and practical action, making a real difference in the lives of those we serve across the city and surrounding areas.

The Wolverhampton Methodist Circuit preloved project is a freestanding project of the Circuit that seeks to work with people and families experiencing crisis through poverty and deprivation.

The project is currently housed within All Souls – Bilston Methodist Church, WV14 7LR and will soon run a digitally focused shop in addition. The profits of the project are to be used to fund the running of the project and fund gifting of furniture and household items to those living in need.

The ambition is to eventually open four hours a day, seven days a week.

We are looking to recruit a team of three coordinators to manage the project on the frontline, but to each have a lead on either:

Physical Shop, Digital Shop and Warm Space hospitality.

# Job Description

<b>Role Title</b>	Too Good to Chuck Pre-loved Project Co-ordinator (Customer Service Face to Face)		
<b>Reports to</b>	Missional Project Development Officer	<b>Responsible for</b>	Volunteers to Missional Project
<b>Circuit</b>	Wolverhampton Circuit	<b>Remuneration</b>	£12.66 per hour
<b>Hours</b>	15 hours per week	<b>Contract</b>	Fixed Term until 31 <sup>st</sup> May 2026
<b>Location</b>	Bilston & East Park Methodist buildings		

The successful applicant will be enrolled in a contributory pension scheme, and all agreed reasonable expenses will be reimbursed. Appointment will be subject to satisfactory references and a DBS check.

## Role Purpose and Objectives

To co-ordinate and ensure the smooth daily operation of the Wolverhampton Methodist Circuit preloved project, running in partnership with Good Shepherd Relief in Need. To work alongside fellow co-ordinators to recruit and train a motivated team of volunteers, whilst promoting the work of the project with a Christian environment. The principle focus of the post will be to take the lead on developing a customer focused shop front for sales & receiving donations.

## Responsibilities

### Retail Sales

1. Maximising income from donated stock and ensuring the highest standards of retail display and customer service.
2. Ensure that there is an effective system to organise the efficient and effective collection of donations from the general public and Council's Too Good to Chuck preloved initiative.
3. Ensure shop trading hours are strictly adhered to.
4. Ensure high standards of retail display and merchandising.

5. Be pro-active in the generation of donated stock, managing stock collection efficiently and effectively.
6. Process donated stock to the agreed standards and timescales (including stock rotation).
7. Ensure high levels of customer service are maintained.
8. Build and develop positive internal and external relationships to maximise income.
9. Ensure that the project develops its own unique selling points.

### **Giftng**

10. Manage the gifting process and checking eligibility of the Council's Too Good to Chuck initiative, liaising with benefactors and transportation to ensure timely and swift delivery.
11. Ensure the efficient and effective receipt of donations, including the receipt of Too Good to Chuck items – sorting what goods can be sold/gifted or need to be firstly repaired.
12. Where items can be repaired, these should be sent to the Repair Workshop.
13. Where items cannot be repaired or cannot be sold in the shops, then look for alternative uses rather than commit to landfill.

### **People**

14. Lead and motivate the volunteer team, fostering a positive, supportive, and "can-do" culture that helps deliver the project's goals effectively.
15. Recruit and develop a strong team of volunteers who feel valued, respected, and supported, ensuring they become a key asset to the project.
16. Provide training, guidance, and ongoing support to volunteers, helping them stay motivated and confident in their roles.
17. Carry out regular one-to-one reflection sessions with volunteers on a quarterly basis to review progress, offer feedback, and encourage development.
18. Organise and manage volunteer rotas to ensure the digital shop runs smoothly and meets operational needs.
19. Ensure compliance with all legal and policy requirements related to volunteer management and safeguarding.
20. Make sure all volunteers complete mandatory training and stay up to date with any required certifications.

## **Resource Management**

21. Maximise available resources of finance, volunteers, buildings and equipment to deliver excellent standards whilst achieving financial targets.
22. Find creative and innovative solutions to drive productivity and efficiency.
23. Meet the agreed sales targets and ensure direct costs are kept to a minimum.
24. Review and consider impact of potential of gift aiding donations and sales to the project.
25. Maintain and keep records of vehicle transport logs/checklists.
26. Attend management meetings and training courses as requested.
27. Actively promote the project and sister projects.
28. Attend and support fundraising and retail events as requested.
29. Promote the role of the project within the local communities.

## **Financial Management**

30. Adhere to the financial procedures laid down by the Missional Project Development Manager to ensure maximum economy of resources and achieve the best value for money.
31. Ensure all financial management, cash handling, banking and security procedures are followed.
32. Manage the sales and administration of any bought in goods.
33. Ensure Compliance with the Charity's financial policies and procedures.

## **Health & Safety**

34. Ensure that all the health, safety and security requirements are adhered to, including the use of confidential data as described by General Data Protection Requirements (GDPR).
35. Assume responsibility of shop premises including key holding.
36. Minimise stock loss.
37. Ensure all equipment is well maintained and damage/repairs are reported.
38. Be an ambassador for health, safety and security for people and customers.
39. Ensure the appropriate standards of cleanliness are maintained.
40. Maximise the reuse of all items donated even where they are not fit to sell/gift.

## **Safeguarding**

41. Ensure that all safeguarding requirements are adhered to, including maintaining a log of incidents and reporting incidents as appropriate.
42. Be an ambassador for safeguarding, completing necessary paperwork and reporting incidents to the Circuit Safeguarding Officer and appropriate agencies as necessary.
43. Act in such a way that safeguards the health and wellbeing of our people and customers who are at risk and vulnerable.

## **Valuing Equality, Diversity and Inclusion**

44. Ensure that equality, diversity and inclusion practices are at the core of the project's operations.
45. People should carry out their role in accordance with the principles of valuing equality, diversity and inclusion in all of its provision.

# Person Specification

Attributes	Essential	Desirable	Method of Assessment
Education & Training	Good general level of education to GCSE standard or equivalent	A level standard of education or higher	A
Experience	Retail Management experience	Charity management experience	A/I
	Experience of handling cash and sales records	Experience of recruiting and working with volunteers	A/I
Skills and Abilities	Excellent Customer Service skills		A/W
	Ability to work in a team		A/W
	IT literate and skilled in MS applications		A/I
	Good planning and time management skills		A/W
	Ability to motivate, inspire and positively influence others		A/I
	Demonstrates empathy and understanding towards others while maintaining emotional resilience under pressure.		A/I
	Excellent communication skills		A
Any Other Requirements	In sympathy with the ethos of the Methodist Church.*	Knowledge of or a willingness to learn about the Methodist Church and its structures.	A

Method of Assessment A – Application Form, I – Interview, W – Written exercise, P – Presentation, G – Group exercise, Q – proof of qualification (certificates or transcripts)

\*Please note: Personal adherence to faith is not a requirement for this role, however we do require respect for the ethos and goals of the Methodist Church, and candidates will need to be comfortable with being present during acts of Christian worship, even though they will not be required to participate.

## Safeguarding and Safer Recruitment

The Wolverhampton Methodist Circuit is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults, and expects all employees and volunteers to share this commitment.

The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment. Any job offer will be subject to the completion of safer recruitment processes including review of references and a DBS check.

### Terms and Conditions

- Terms of appointment: Fixed Term until 31<sup>st</sup> May 2026 (this may be extended subject to funding).
- The salary/rate of pay will be: £12.66 per hour x 15 hours per week.
- Normal working pattern: *To be agreed on appointment*
- All reasonable expenses will be reimbursed and a small allowance given for on-going training.
- Note you will not be expected to use a car for this job.
- There is a contributory pension scheme to which eligible lay employees will be auto enrolled. Lay employees who do not meet the auto-enrolment criteria are eligible to join the scheme subject to certain provisions.
- 28 days annual leave entitlement per year which includes bank holidays (pro-rata for part-time employees).
- Appointment will be subject to a satisfactory Enhanced Disclosure & Barring Service (DBS) disclosure.
- Appointment will be subject to satisfactory references.
- Appointment will be subject to the satisfactory completion of up to three-month probationary period.
- Opportunities for study and for training

### How to Apply

Applications should be submitted electronically **in Word format** by email to [Edbridgewood@gmail.com](mailto:Edbridgewood@gmail.com) before the closing date and time. CVs will not be accepted.

**Closing date for applications:** 30<sup>th</sup> January 2026 at 12 noon

**Interviews to be held:** Week commencing 9<sup>th</sup> February 2026

**Start date:** As soon as possible