

Hope Woodwork General Manager Job Description

Background:

Hope Woodwork (HWW) is a project of Kingdom Way Trust (KWT) and exists to serve:

- Unemployed people over 18 who want to get into paid employment
- People in recovery who need daily activity and ultimately want to work

Hope Woodwork's aims are to:

- offer skills training
- provide a non-threatening environment that equips people for work
- help restore self worth and build confidence
- recycle and reuse waste wood and other products, reducing landfill
- provide volunteering opportunities

Our aims have been met when:

- Placements find paid employment and can sustain that employment;
- Placements in recovery state that participation at Hope Woodwork is aiding their recovery;
- We observe positive change in Placements in terms of their ability to interact well with others, to accept critique, to comply with health and safety policies and procedures, and other workshop rules, and in their overall levels of self-confidence and abilities.

We aim to provide a service which reflects the real world of work but which is tailored to individual needs.

Hope Woodwork Placements (clients) aim to gain confidence, overcome anxiety issues, put a routine in place, learn new skills and ultimately find paid employment. Some people come with pre-existing carpentry skills but have lost the ability to use these skills confidently in the workplace. Some people find interaction with work colleagues stressful. Some need to be introduced or re-introduced to the routine of fixed hours and expectations of them. Some need to keep busy to avoid temptation and prevent relapse. Hope Woodwork provides a gentle re-introduction to work and a supportive environment for people who need the above. Some aims and outcomes are tangible in terms of increasing skill levels and finding paid employment. Others are less tangible but help people on their recovery journey.

Overall role:

Develop the quality of service offered to Placements and Customers.

Seek to increase production and sales to reach financial self-sustainability of project.

Be actively involved in overall project direction and development as well as providing the day-to-day management and support necessary for ensuring Hope Woodwork operates as effectively as possible.

Reports to:

KWT Trust Manager

Hours:

35 hours per week. Initial 1 year contract, with the possibility of extension.

Specific tasks:

Placements (Clients / Service users)

1. Liaise with referral agencies along with Hope Woodwork's Placement Support Worker (PSW)
2. Interview potential placements with PSW
3. Ensure induction and training for new Placements, with particular attention to health and safety induction (use of tools and machinery, Personal Protective Equipment etc.).
4. Develop and ensure implementation of formal training programme alongside informal training and mentoring for Placements as appropriate.
5. Maintain good records including attendance record book, accident book and health and safety logs.
6. Ensure a safe maximum number of Supervisors and Placements in the workshop is maintained.

Staff and Volunteers

7. Be involved in the recruitment and selection of any paid staff or volunteers. Recruit staff and volunteer Supervisors to HWW with the right mix of skills required and maintaining the Christian ethos of the project.
8. Carry out induction for new staff and volunteers, with particular attention to health and safety induction, as with Placements above.
9. Carry out regular appraisals and ensure staff and volunteers are encouraged, listened to, appreciated and their input and ideas sought regarding current operation and any future changes to the project.

10. Ensure there are sufficient volunteer Supervisors on duty each day and that key-holders are available.
11. Ensure recording of work activities, work hours, time off for annual leave or sickness.

Equipment and facilities

12. Ensure the workshop is a safe environment to work in.
13. Ensure all equipment is maintained properly, logging weekly checks on all power tools.
14. Ensure we comply with all aspects of our health and safety risk assessment.
15. Ensure fire extinguishers are checked annually.
16. Purchase or arrange purchase of replacement tools and equipment as required and within agreed Finance Policies.
17. Ensure that the workshop, office, storeroom, and toilet is kept in a clean and tidy condition as far as is practicable.
18. Liaise with the Landlord of the premises and with the Utility company.

Sources of materials

19. Purchase or arrange purchase of consumables as required and within agreed Finance Policies. Source free materials wherever possible.
20. In conjunction with others, maintain and develop contacts who can supply us with re-usable timber, such as scaffold companies, pallet suppliers, building companies etc.
21. Ensure implementation and use of Stock Control system.

Production

22. Maintain the ordering system for products, ensuring a record of orders from first contact by customer through to delivery or collection.
23. Organise work flow in the workshop to ensure efficiency of production. Delegate production to volunteer workshop foremen each day, who should ensure that all volunteers and Placements know what they should be working on each day.
24. Ensure production of a range of stock items.
25. Ensure production of bespoke items as orders come in.
26. Be responsible for quality control of all products. Check all products before they go to customers.

Reporting

27. Provide a monthly report to the KWT Trust Manager and quarterly report to Trustees including: Project outcomes, Volunteer and Placement attendance, success stories, particular challenges, future plans.
28. Maintain Petty Cash and keep all financial records to be submitted to HWW Book-keeper on a weekly basis. Liaise with Book-Keeper to ensure monthly finance reporting to Trust Manager.
29. Provide a quarterly review of the HWW Risk Assessment to the Trust Manager.
30. Maintain a record of own and others' work activities, work hours, time off for annual leave or sickness.
31. Contribute to funding proposals as required by Trust Manager.

Other

32. Represent the project at events (such as Bentley Woodfair, local fetes etc.) as required, in conjunction with others.
33. Manage the relationships with others who use our premises, suppliers and neighbouring businesses.
34. Other tasks as mutually agreed with the KWT Trust Manager which work towards the overall aims of the Project.