

BULKY **BOB'S**

Information Pack

for the role of

Reuse Team Leader



GROUP



Shaun Doran
CEO

A few words from the CEO about the person we are looking for

Thank you for your interest in the exciting opportunity that we have for a Reuse Leader in Bulky Bob's.

This is a crucial role in one of our key social businesses, which will not only make a huge impact in the company but also improve the lives of each customer either by providing affordable or free bedroom furniture.

We are looking for an energetic person who can work with their team of operators, and their broader colleagues, to really make a difference.

We have invested heavily in setting up the world's first ultraclean mattress cleaning machine, Mattilda, and a bed base remanufacturing area, and now need the right person to make the most of the furniture that comes in from residential and business collections.

You will know you are the right person if you have a passion for social justice and environmental issues, are experimental, methodical, and hands on. You appreciate a challenge, and will work through each problem that pops up on the way to our mission of ending furniture poverty.

You may or may not have manufacturing/factory experience - what's really important is your determination and people skills, rallying a small team and helping your colleagues understand the importance of keeping the furniture in good condition, so that it can find a good home instead of going to waste.

I've been at FRC Group for nearly 20 years, and I can honestly say this is one of the most important roles we have created, and it is coming at one of our most important times.

So, if you're brave, creative, passionate, professional, and would like to learn more, read on.



What's the role about?

Bulky Bob's is a twenty year old social business which is part of the internationally acclaimed FRC Group.

Some elements of Bulky Bob's may be very different than your current and previous workplace – but different in a good way.

We are absolutely driven by our mission to 'End Furniture Poverty' and as a group of social businesses we do that in a number of ways.

Bulky Bob's is a charity – but with a difference. We style ourselves as a social business and rather than fundraising or relying on grants and donations, we generate revenue by winning commercial contracts which also allow us to End Furniture Poverty.

Confused? Well that's ok at this stage, so let's tell you a bit more.

We collect waste (mainly furniture) at scale from residents and businesses, are paid for collecting the waste, pay all staff involved the correct wage, pick out massive amounts of great quality furniture from the waste stream and then give this furniture to people in need.

We continue doing this to this day and have long term paid contracts with Liverpool City Council and Oldham Borough Council. Every year, we make over 60,000 individual collections and collect over 250,000 items – including bed bases and mattresses.

Which is where you come in. Once the beds and mattresses have been screened at the sortation center for safety and quality, they will be sent down to your team for remanufacturing.

Using our brand new ultraclean mattress cleaning machine, Mattilda, and a purpose-built process for remanufacturing bed bases, your team will clean, reupholster, repair, and package up beds and mattresses for our internal customers at Bulky Bob's Furniture World, where they will be sold at extremely affordable prices, and Furniture Resource Centre, where they will be directed to people in need.

We have processes in place for all of this, but we know that we could be reusing much more furniture than we currently do and helping many more families than we currently are – your passion will be key to improving those processes. Figuring out how to clean more, more quickly, and deliver great quality products to our customers while saving furniture from going to waste.





Reuse Leader (Bulky Bob's Remanufacturing)

Salary	£25,000
Contract	Permanent 20 days annual leave plus bank holidays (pro rata) 07:30 to 16:00pm Monday to Friday
Base	Brunswick Business Park, Liverpool
Leading	Remanufacturing Team
Led By	CEO (Shaun Doran)
Key Relationships	Process Improvement Business Partner; Sortation Centre Supervisor; FRC Buyers; Transport Manager; Bulky Bob's Furniture World Manager
Company Mission	End Furniture Poverty
Company Values	Bravery, Creativity, Passion and Professionalism

Main Purpose

To lead a small team to reuse and refurbish the maximum number of mattresses and bed bases as possible. You will invent and introduce improved processes and methods of cleaning and maximise the amount we clean and refurbish. The more we clean and refurbish, the more people in furniture poverty we can help.

Key Responsibilities

- Maximising the quantity bed bases & mattresses refurbished/reused for most social/environmental impact.
- Making your team a great team to work in, leading them every day to achieve production targets.
- Building an inspiring team environment with an open communication culture, cultivating suggestions & input.
- Inventing, trialling and embedding new ways of refurbishing and reusing, learning from both failure & success.
- Leading by example, regularly cleaning/refurbishing products yourself to set the pace and quality standards.
- Training new team members on the production and maintenance processes.
- Ensuring equipment is kept in good condition and maintained.
- Co-ordinating with your colleagues in the other teams to help keep the whole reuse process balanced.
- Processing orders from internal and external customers.
- Managing stock and re-ordering raw materials as needed.
- Keeping good records for the finance team.
- Monitoring team performance and report on metrics.
- FRC Group is committed to promoting equal opportunities in employment.
You must work in a way which supports and enhances our policy.
- Follow safe working procedures at all times – in line with the FRC Group Health & Safety policy.

Person Specification – Reuse Leader (Bulky Bob’s Remanufacturing)

Personal Qualities

- Passion for the work that FRC Group does towards ending furniture poverty
- Passionate about environmental and social justice
- Curious, practical, entrepreneurial, able to maintain focus in a busy environment
- Experimental but methodical, and a quick learner
- Loves change and comfortable with uncertainty!
- Any kind of practical experience is transferable as this is about attitude
- Comfortable using MS Office suite and learning other software
- Passion for continually improving processes and methods to improve quality, speed things up or be able to achieve more
- Doggedness and determination
- Experimental in outlook with a practical approach to delivery
- Able to work with other teams – appreciate their needs and integrate these into your ways of working
- Ability to get the best out of a team – carrot and stick
- Takes ownership of assigned tasks, honours deadlines.
- Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective
- Commitment to Equality
- Commitment to FRC Group core mission, culture and values

Skills and Experience

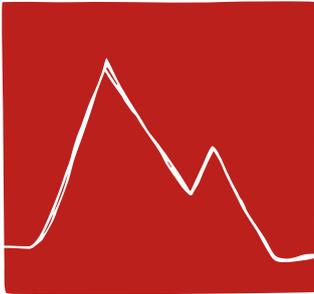
- Excellent communication and leadership skills
- Organisational and time-management skills
- Decision-making skills
- Good computer literacy, especially in Microsoft applications
- Leadership – in an in work or out of work setting

Qualifications

- GCSE or equivalent

Values

The FRC Group values are at the heart of everything that we do. We consider our values when making strategic and day to day decisions and we reward our staff for demonstrating our values.



BRAVERY



CREATIVITY



PROFESSIONALISM



PASSION



The workplace

FRC Group is a great place to work – but don't just take my word for it!

This year in our staff survey, 90% of our staff and volunteers said that they received praise and recognition for their work, and 93% of our staff and volunteers told us that they were very satisfied or satisfied with their roles and FRC Group. Our staff are a really hard working bunch and we work hard to ensure that they feel appreciated for their efforts. As well as paying the fair market rate for all roles across the business (as validated by the Croner Reward and the Chartered Institute of Personnel and Development) we offer small rewards to enhance our workplace such as:

- Free parking
- Free tea and coffee
- Toast time on a Monday and Friday - made by staff on a rota
- Staff purchase scheme for preloved and new furniture from existing suppliers
- Birthday meal with other staff with birthdays and the afternoon off
- Free coffee and cake voucher on your work anniversary
- Small gift voucher awards for behaviour that reflects our values
- Board award for excellence for exceptional behaviour - gift vouchers and an extra days leave
- Annual Christmas Party and Awards Ceremony
- Presence Presents - Volunteer for a good cause for one day per year - with pay
- Training and Development Opportunities for all
- And the icing on the cake... you get your own mug with your name on it!

Our people

The ongoing development of all of our staff at FRC Group is very important to us and we know it is vital to the success of our businesses and campaigns.

People are our greatest asset and we believe in giving them opportunities to be the best that they can be.

We ensure that all staff are fully trained to carry out their current role and we encourage them to continue to develop themselves by giving them access to high quality training and enriching their jobs where we can.



I'm interested, how can I find out more?

FRC Group and Bulky Bob's are internationally acclaimed examples of successful social enterprises and we have been visited, researched and studied by entrepreneurs, journalists, commentators, students, policy makers and politicians from across the globe. Google us - you may be surprised by what you find!

Have a look at our websites

www.EndFurniturePoverty.org
www.FRCGroup.co.uk
www.BulkyBobs.co.uk

Read our Integrated Financial and Social Report

We are one of the few companies globally who report both our financial and social performance in a single report which satisfies the reporting requirements of the various regulators to which we are subject - e.g. Companies House and The Charity Commission.

Every year for over 20 years we have published a report that shows both our commercial performance but also how we have changed the world, delivered on our charitable purpose and created social value.

Our reports have won every award in this field and we are global front-runners in accounting for the social value that we create.

Our 2019/20 integrated report can be found at <https://FRCGroup.co.uk/managing-social-value/>

How to apply

We'd like to see a copy of your CV and we'd also like you to tell us why you are the best person for this role and why your skills, experience, outlook and character make you the super fit that you are. You can tell us this in any format that you feel comfortable with and that you feel represents you, whether this is a written note, powerpoint slides, photographs - or even a video.

You can forward your application to Josie.McKeown@frcgroup.co.uk

What's the deadline?

The deadline for receipt of applications is midnight on the 31st August 2021.

