

Job Description



Job Title:	Lend & Mend Assistant (Sessional)
Location:	Ty Pawb, Wrexham
Responsible to:	Lend & Mend Manager
Number of hours per week:	Tuesday-Friday 11am to 3pm and Saturdays 10am-4pm Hours to suit your availability
Salary:	£12.21 per hour

Background

Lend & Mend is a place where local residents can borrow items for a small fee and a repair space where local residents can get household items fixed for free, as well as attend repair workshops.

The purpose of Lend & Mend is:

- **Waste Reduction** – Repair Cafes help household items be used for longer rather than throwing them away. This reduces the volume of raw materials and energy needed to make new products. It cuts CO2 emissions by reusing instead of manufacturing new products.
- **Sharing Skills** - By promoting a repairing culture and inviting each one of our visitors to sit with a volunteer repairer, repair cafés show appreciation for the people who have practical knowledge and ensure these valuable skills are getting passed on.
- To provide access affordable borrowing of things which people need but don't own, saving money and space in their homes.

Purpose of the job

This role will assist the manager in the smooth running of the Library of Things and Repair Cafe, supporting volunteers, customers, and promoting Lend & Mend's mission of sustainability and community engagement.

Summary of Main Responsibilities

Key Responsibilities:

- Assist the Manager in the performance of their duties
- Greet and welcome visitors/customers

Library of Things

- Act as a friendly and approachable face of Lend and Mend, helping existing and potential new customers with any questions they may have

- Perform the day-to-day operational duties of the Library of Things
- Use the software-based lending system to assist customers in the following tasks:
 - Customer Registration journey
 - Customer ID verification
 - Customer booking, hire and return journeys
- Process items after return in preparation for their next hire:
 - Perform visual inspections, maintenance and PAT testing
 - Update the system to make the items available for hire once the above tasks are completed
- Assist with the promotion of the service, for example by occasionally distributing flyers to selected local locations, etc

Repair Café

- Assist with setting up and organising the Repair Café space
- Assist customers with finding the correct repair station and repairer
- Maintain a clean and organised workspace
- Under the guidance of experienced volunteers, assist with basic repairs, such as sorting and preparing items for repair
- Help with tasks such as cleaning, organising, and preparing materials for repair
- Answer customer enquiries and provide information about the Repair Cafe's services
- Help with paperwork and registration

Day to Day Duties

- Keep the premises clean and tidy, maintaining a safe environment for both customers and staff
- Assist with any other tasks as required by the Repair Cafe Manager.
- Help to promote the Repair Cafe's mission of sustainability and reducing waste.
- Encourage customers to consider hiring as an alternative to buying and repair as an alternative to disposal
- Act as a friendly and approachable face of Lend & Mend
- Contribute to a positive and welcoming atmosphere for all visitors

The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Competent in MS Office – particularly Word, Excel and Outlook – and quick to learn new systems. 	<ul style="list-style-type: none"> • Some experience of working in a similar role and/or in customer services
People	<ul style="list-style-type: none"> • Have good people skills/communication skills. • Commitment to equality, diversity and inclusion • Ability to work with people at all levels with an approachable and positive outlook. 	

Judgement & Initiative	<ul style="list-style-type: none"> • A genuine commitment to sustainability and to the values and ethos of Lend & Mend. • Organisational skills to enable the effective running of the service. • Ability to work as part of a team. • Confident, enthusiastic and self-motivated. • Ability to solve problems with tact and diplomacy. • Ability to plan and prioritise workload effectively to meet the daily needs of the service. 	
Communication	<ul style="list-style-type: none"> • Exceptional communication skills, both written and verbal. • Ability to represent the service professionally to internal and external customers. 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh
Other	<ul style="list-style-type: none"> • Appreciation and understanding of Welsh heritage and culture. • Ability to demonstrate the qualities in line with the organisation's values. 	<ul style="list-style-type: none"> •