



revive@discoverbec.com

Meadow road, Mirehouse
CA28 9HX

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Admin Officer

FULL JOB DESCRIPTION:

About Revive

Revive is a community-focused reuse and recycling initiative providing affordable, good-quality furniture and household items while reducing waste to landfill. The project also creates training and volunteering opportunities, supporting local people and helping tackle social, economic, and environmental challenges across West Cumbria.

Revive has been developed in partnership with BEC; however, this role is employed directly by Revive Furniture Recycling CIC.

Job Title:

Admin Officer

Location:

Revive, Meadow Road, Mirehouse

Reports to:

Operational Manager

Hours:

20 hours per week (including weekdays and some weekends as required)

Salary:

£24,130 pro rata

Role Purpose

To provide comprehensive administrative support across all areas of Revive, ensuring efficient coordination of **stock control, referrals, donations, collections, enquiries, bookings, and communications.**

The role is central to maintaining smooth day-to-day operations and supporting delivery of Revive's environmental, social, and community impact.



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Key Duties and Responsibilities

1. Enquiries & Frontline Communication

- Act as first point of contact for:
 - Phone calls
 - Emails
 - Walk-in enquiries
 - Social media messages
- Provide accurate information on all services (donations, sales, referrals, workshops)
- Respond promptly and professionally
- Escalate complex queries where required

2. Stock Control & Inventory Systems

- Maintain accurate stock records of all items
- Log incoming items from donations, collections, and referrals
- Track stock journey:
 - Collection
 - Assessment
 - Repair
 - Sale or redistribution
- Support stock checks and reporting
- Assist with pricing, labelling, and organisation

3. Referrals Administration

- Process referrals from partner organisations
- Maintain confidential client records (GDPR compliant)
- Coordinate allocation of essential furniture
- Arrange and schedule deliveries
- Track outcomes and maintain records for reporting

4. Donations Management

- Handle donation enquiries and bookings
- Record details of items offered
- Assess suitability using agreed criteria
- Schedule collections or drop-offs



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- Maintain donor communication

5. Collections & Logistics Coordination

- Manage collection and delivery schedules
- Maintain booking calendar
- Coordinate routes with drivers and operatives
- Confirm appointments with donors and partners
- Update records following completed jobs

6. Workshop & Space Booking

- Manage bookings for:
 - Community workshops
 - Corporate sessions
 - Space hire
- Maintain booking systems and availability
- Confirm bookings and send information
- Record attendance and support admin processes

7. Social Media & Communications

- Monitor and respond to messages across social media
- Support posting updates including:
 - Furniture for sale
 - Donation requests
 - Workshops and events
- Ensure enquiries are followed up and recorded

8. General Administration

- Maintain organised filing systems
- Support data entry across all systems
- Assist with report preparation and KPI tracking
- Prepare documents, forms, and spreadsheets
- Order office supplies

9. Compliance & Safeguarding

- Maintain accurate and secure records
- Follow GDPR and confidentiality requirements



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- Adhere to safeguarding procedures
- Work in line with health & safety policies
- Support audits and monitoring

10. Team & Organisational Support

- Work collaboratively with all staff
- Support a positive, community-focused environment
- Assist other operational tasks where needed
- Contribute to the growth of a developing CIC

Person Specification

Essential

- Strong organisational skills
- Good IT skills (Microsoft Office – specifically Excel, Outlook and Word)
- Excellent communication skills
- Ability to manage multiple priorities
- Good attention to detail
- Customer-focused approach
- Ability to work independently and as part of a team

Desirable

- Experience in admin or coordination roles
- Experience with bookings or scheduling systems
- Social media experience
- Experience in charity/community sector
- Knowledge of stock or logistics systems
- Understanding of safeguarding

Other Requirements

- Flexible approach to working hours
- Commitment to Revive's values and community impact
- Willingness to work in a practical, busy environment
- Able to work flexibly within a small team and provide support where needed