



revive@discoverbec.com 

23 & 24, Meadow road,  
Mirehouse, CA28 9HY. 

## Job Description & Person Specification

**Post:** Revive Operative

**Employed by:** Revive Furniture Recycling CIC

**Location:** Revive Furniture Recycling, Mirehouse, West Cumbria, CA28 9H

**Responsible to:** Operational Manager – Revive

**Hours:** 20 hours per week

**Salary:** £24,130 pro rata

**Benefits:**

- Birthday off
- Pension contributions
- Health Care
- Death in service
- Holiday entitlement

**Requirements:**

- Full UK Driving Licence
- Role requires manual handling in line with HSE safety guidelines
- Hours include weekdays and weekends

**Responsible for:** Driving, deliveries, collections, stock management, and customer service

## About Revive

Revive is a community-focused reuse and recycling project that provides affordable, good-quality furniture and household items to residents while reducing waste to landfill. The project also creates training and volunteering opportunities, helping to tackle social, economic, and environmental challenges in West Cumbria.



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## Purpose of the Role

The Revive Operative supports the smooth day-to-day running of the Revive store, warehouse, and delivery operations. Working closely with colleagues and volunteers, the role ensures stock is safe, clean, and presentable; donations are checked for quality and suitability; deliveries and collections are completed efficiently; and excellent customer service is provided at all times.

## Core Responsibilities

### Customer Service, Teamwork & Volunteers

- Provide a friendly, professional service to customers, donors, and residents
- Work effectively as part of the Revive team, contributing to a positive and supportive working culture
- Work alongside and support volunteers in day-to-day tasks, offering guidance and encouragement where appropriate
- Act as an ambassador for Revive, representing the project positively within the community

### Stock & Facility Management

- Organise, store, and rotate stock to maximise sales, maintain safety, and reduce waste
- Prepare customer orders for delivery or collection
- Receive, check, and record donations in line with Revive quality standards and waste regulations
- Assess donated items for suitability for reuse
- Carry out minor furniture repairs and cleaning where appropriate



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## Workshops & Community Activities

- Support the setup, delivery, and takedown of Revive workshops, training sessions, and community activities
- Assist workshop leaders by preparing materials, moving furniture or equipment, and ensuring spaces are safe, clean, and welcoming
- Engage positively with workshop participants, including volunteers and members of the public
- Support Revive's wider social and environmental aims through involvement in community-based activities

## Driving, Deliveries & Collections

- Safely drive Revive vehicles to complete deliveries and collections
- Load and unload vehicles safely and efficiently, following manual handling guidance
- Deliver items to customers in a professional, customer-focused manner
- Collect donated goods, ensuring only suitable and good-quality items are accepted
- Complete all delivery and collection paperwork accurately

## Health, Safety & Safeguarding

- Follow health and safety procedures, including safe manual handling and use of equipment
- Maintain a safe working environment in the warehouse, during driving, and on deliveries
- Follow Revive safeguarding policies and maintain appropriate professional boundaries at all times
- Report hazards, accidents, safeguarding concerns, or equipment issues promptly

## Additional Duties

- Support recycling and waste reduction activities across the project
- Undertake any other reasonable duties to support the effective operation of Revive



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## Behaviours

Revive expects all staff to uphold high standards of performance and ethical behaviour. The following behaviours underpin our working culture:

- Working with integrity
- Being commercially astute
- Partnering people and change
- Driven to make a difference
- Accountable for actions
- Courageous leadership
- Environmentally responsible

## Flexibility

To deliver the service effectively, a degree of flexibility is required. The post holder may occasionally work outside normal hours or at alternative locations. Duties will remain within the scope and grade of the role.

## Continuous Personal Development

The post holder is expected to engage in regular CPD and work with the Operational Manager to identify training and development needs, undertaking relevant courses or qualifications where appropriate.

## Equality, Diversity & Quality

The post holder must treat all people fairly and respectfully, having due regard for equality, diversity, and inclusion, while supporting Revive's commitment to delivering high-quality services.



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## Person Specification

### Skills & Abilities

- Ability to lift and carry large furniture items safely
- Good organisational skills with attention to detail
- Strong teamwork and communication skills
- Confident and safe driving ability
- Excellent customer service skills
- Basic furniture repair or maintenance skills (desirable)

### Knowledge, Education & Qualifications

- Full UK driving license (essential)
- Basic IT and record-keeping skills
- Understanding of reuse and recycling principles (desirable)

### Experience

- Experience in driving, delivery, or collection roles
- Experience assessing the quality of donated furniture (desirable)
- Experience working in a team-based environment
- Customer service or warehousing experience (desirable)

### Personal Attributes

- Reliable, professional, and approachable
- Physically fit and able to undertake manual handling tasks
- Flexible and willing to carry out varied duties
- Commitment to Revive's social and environmental values