

Staff & Roles at KFR

Board of Trustees

The board of Trustees have overall responsibility for managing and guiding the charity. They perform the functions held by Owners, Directors and CEO's of corporate organisations. They work for KFR on a voluntary basis and commit to attending management meetings and providing expert knowledge gained from their experiences in paid/voluntary work for other companies. More information on individual trustees and trustee roles can be found on our website.

Operations Manager

This role is held by Dan Thompson. Dan is responsible for the day to day running, expenses, and procedures within KFR. In addition, all paid staff report into Dan and he is involved in all recruitment and retention of staff. Dan also oversees all Marketing, Volunteer Activities, Health & Safety and Customer Service.

Senior Administrators

KFR currently pays 2 staff to oversee all administration and sales. The role includes answering all calls, emails and Facebook enquiries. Booking and processing all orders for both collections and sales as well as overseeing the petty cash and daily takings. Our dedicated Admin staff member is Frances Leithes who currently works 4 days per week. In addition, we have Samad Abdul who works full-time and is split between the office and our engineering bay.

Van Drivers

KFR currently employ 2 part-time drivers. The drivers are responsible for completing van checks and maintaining the vehicles. Drivers also plan their own routes daily, and have final decision on accepting any donated items. Drivers whilst out and about have supervisory responsibility for any volunteers accompanying them. Being on our vehicle, is often being the 'face' of our company.

White Goods Engineer

KFR engineers all of their own white good stock in-house with our trained engineers. All items are functionality tested, PA tested for electrical safety, fully cleaned and then PA tested again before going on sale. Safety of goods is our number one priority and both our engineers have completed their appliance repair training courses.

The Engineer will support Volunteer development by having others working alongside them, helping to log performance and safety test items. Paperwork is a big part of the role as each

item's performance and test results need to be logged and a record of all scrapped items kept.

Due to the nature, and importance of the role we have 2 paid members of staff who work in our Engineering Department. Samad Abdul is head of engineering and has overall responsibility of the appliances repaired in our engineering department. Shaun Salat is our white goods technician and works alongside Samad. Both members of staff started their journey with KFR as volunteers.

Volunteer roles

At KFR we are keen to ensure that our volunteers are given every opportunity to enhance or share skills. As such our opportunities cover all aspects of the work we do. It is important to remember as a charity we are managed by volunteers!

Our core volunteers tend to be focused on one of the key volunteering roles listed below, however we do from time to time offer more specific roles for individuals. Specific roles have included data entry, enhancing our SEO's for our website, researching funders, and so on.

Key Roles include:

- Van Mate/Driver
- Sales Staff/Admin
- Warehouse Support/Van Support
- Cleaning Support
- Workshop Support (White Goods or Furniture)

Our board of trustees are also Volunteers for our charity and their role is vital to our work.