



Job Title: Upcycling Assistant

Salary: £26,000 per year (plus, enhancement for Sunday working at 1.66 / time plus two thirds)

Location: Maidenhead (Kings Grove & Homestore)

Hours: 40 hours per week including weekends on rota (5 full days out of 7)

Reports to: Home Studio Manager

Responsible for: Volunteers

Overview:

We are always looking for excellent people to bring their skills, values driven behaviours and commitment to ambition to deliver “quality of life, to the end of life, for everyone” to join our charity.

As one team we raise money, support each other whether in clinical teams, or corporate services to ensure everything runs efficiently and smoothly and delivers the best outcome for our patients and their families. Being part of a great team in a complex organisation is demanding, but also really rewarding. If you want to be part of our retail team then we'd love to work with you.

Culture:

We look for people who really care about their work and have huge amounts of compassion to give. If you want to work as part of a culture which develops your skills and values and builds your confidence to be the best version of yourself, then this is the right place for you. We work hard to look after our people, our patients, our families and our reputation.

All patients are Thames Hospice patients and therefore we always support the patient and their family irrespective of our individual role. We represent the wider charity and clinical model at all times.

Our organisational values are:



Compassion

Compassion for everyone in a safe and caring environment



Ambition

The desire and determination to serve everyone in our community



Respect

Respect for everyone's dignity



Excellence

Committed to excellence in everything we do

Responsibilities:

Care with Agility: *excellent care and support tailored to patients and families in their preferred setting:*

- Be able to plan and manage daily operations such as deliveries, collections, and volunteer rotas to ensure smooth service and a steady income stream, to provide best care for patients.
- Be able to maintain a welcoming, compassionate environment for customers and colleagues.
- Be able to share Thames Hospice knowledge confidently to support customers and volunteers.

Financial Sustainability: *generating sustainable funding with integrity to ensure excellent hospice care:*

- Be able to meet sales targets and maximise profit through effective pricing and stock control.
- Be able to complete financial paperwork accurately and follow cash handling procedures.
- Be able to develop and deliver paid upcycling courses to generate additional income.
- Be able to add value through creative reuse of donated furniture and minimise waste.

Supportive Culture: *fostering an inclusive, compassionate culture, ensuring outstanding care and management:*

- Be able to recruit, train, and support volunteers to help them thrive in their roles.
- Be able to foster teamwork and communicate effectively across staff and volunteer teams.
- Be able to ensure health and safety compliance and create a safe working environment.
- Be able to model professionalism and empathy in all interactions.

Extending reach: *expanding access to our services, ensuring equitable care for all, especially underserved communities:*

- Be able to promote Thames Hospice positively within the community and build external relationships.
- Be able to ensure upcycled furniture is accessible across store locations and suited to diverse customer needs.
- Be able to work flexibly across locations and support wider organisational initiatives.

Specific Role Responsibilities:

- Creatively upcycle furniture for resale and commissions, ensuring high standards and safe use of materials.
- Deliver paid upcycling workshops and contribute to the development of the Home Studio offering.
- Provide excellent customer service and maintain a welcoming, professional environment in-store and during home visits.
- Recruit, train, and support volunteers, fostering a positive and inclusive team culture.
- Oversee daily operations including stock rotation, workshop maintenance, and back room efficiency.
- Plan and coordinate deliveries, collections, and volunteer rotas to ensure smooth running of the studio.
- Ensure compliance with health and safety, data protection, and security procedures, including incident reporting.
- Promote Thames Hospice within the community and support wider organisational initiatives such as fundraising and marketing.
- Communicate effectively, lead by example, and use IT systems confidently to support operations and team coordination.

Experience:

- Experience of working in an upcycled/ workshop environment with knowledge of using specialist paints and design materials
- Recent experience within a commercial role, including working to income and profit budgets
- Experience of managing staff, including recruitment, setting objectives, developing staff and managing performance
- Knowledge of Health and Safety obligations
- Experience of recruiting and managing volunteers (*desirable*)
- Experience of working for a charity (*desirable*)
- Willingness and ability to demonstrate commitment to Thames Hospice values

Special conditions of appointment to this role:

- Current driving licence with insurance cover for “Business Use” (*desirable*)