

Southend Foodbank Project Manager Job Description

Responsible to: The trustees of Southend Foodbank

Responsible for: Central management and coordination of the foodbank project

Salary: £29,250 pro rata

Part-time: 20 hours a week

Temporary / permanent: Permanent

Overall responsibility of the job: oversee the operation of Southend Foodbank, with concern for its operational efficiency and standards in accordance with The Trussell Trust franchise model and the vision of local supporting churches.

In partnership with the trustees:

guide the development of the foodbank project, including its material resources, financial assets, reputation, partnerships and volunteer body. Guide the campaigning work of the foodbank and ensure that Distribution centres are fulfilling their role as signposting hubs and providing further support to guests.

Specific responsibilities:

REPORTING TO TRUSTEES

- Report to the charity's trustees at quarterly meetings
- Advise the trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation
- Strategic development
- Call meetings of the trustees four times a year, providing a report in advance and agenda

COMPLIANCE

- Ensure Foodbank – warehouse and distribution centres, comply with Trussell's standard operating procedures and our mission and values.
- Ensure Foodbank – warehouse and distribution centres, comply with statutory requirements and good practice (e.g. health and safety, safeguarding)
- Being familiar with the on-line data system, monitoring the key data indicators

- Ensure policies are up to date and being followed
- Act as lead safeguarding officer.

COMMUNICATIONS/STAKEHOLDER MANAGEMENT

- Create and maintain good relationships with top ten referral agencies. Hold at least two events each year, with top ten agencies, and hold events with groups of agencies viz schools and churches.
- Form a group of charity ambassadors who can give talks and represent Southend Foodbank at churches, schools, community groups.
- Ensure that the foodbank's profile is raised in the community by overseeing the communication rollout plan for the year.
- Create, maintain and develop good relationships, in conjunction with Administrator, with
 - Volunteers
 - Donors – churches, schools and others
 - Voucher holders (referral agencies)

This means

- Visiting distribution Centres and Warehouse on a regular basis
- responding to queries or issues
- Issuing press releases as appropriate and responding to press enquiries

Oversee and manage decision-making where some guests need extended provision.

LINE MANAGEMENT/VOLUNTEERS

- Oversight and support paid staff and key volunteer roles – e.g. voucher co-ordinator, supermarket co-ordinator
- Ensure volunteers are engaged and liaise with volunteer co-ordinator to ensure all areas are sufficiently staffed. Monitor volunteer engagement with Peakon surveys and improve scores

DEVELOPMENT/NEW OPPORTUNITIES

Working with Trustees to look for ways Foodbank can:

- develop and take on new opportunities
- This may include new projects, grant applications or partnership working.

FINANCE AND FUNDRAISING

- Working with fundraiser to ensure that the foodbank is sufficiently funded
- Collaborate with the trustees to establish and adhere to a budget.

DISTRIBUTION CENTRE DEVELOPMENT

- Undertake an assessment of current distribution centres – are there areas of development with regard to volunteers and process that we can improve
- Undertake research on best practice for DCs – this will include visits to other foodbanks in the network

REQUIREMENTS and KEY SKILLS:

- Ability to manage and monitor the development of a project
- Experience of managing people
- Experience of working or volunteering in an organisation that deploys volunteers
- Flexible working hours, will include occasional evening and weekends
- Good oral and written communication
- Access to own transport
- Confident user of email, word processing and internet
- Ability to work independently and unsupervised
- Numerate and comfortable interpreting statistical data
- Honesty and integrity
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Comfortable talking with and to churches

PERSONAL ATTRIBUTES

- Passionate about tackling poverty

TRAINING

Induction training

IT training as required

H&S, Environmental Health & Manual Handling as appropriate

Safeguarding

Food Hygiene as required

Southend Foodbank is a charity founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and hope that new team members will too.