



Job Description and Person Specification

Assistant Foodbank Manager Volunteer and Administration

Responsible to: Foodbank Manager

Responsible for: Volunteers and supporting the Foodbank Manager with the central management of the foodbank and leading on administration

Salary: £15,422.80 per annum £11.88 per hour pay award pending

Part-time: 25 hours per week (Monday – Friday) including very occasional evening & weekend working. We would consider working over 4 days but prefer the contracted hours worked over 5 days.

Contract: Initially a 2-year contract (with 3-month probationary period) with a view to permanent contract.

Location: Based at Lorton Street Methodist Church, Cockermouth

Main purpose of the job:

To lead on Volunteer Management and Administration for the North Lakes Foodbank. To support the Foodbank Manager in the running of the North Lakes Foodbank

Specific responsibilities:

Reporting to Foodbank Manager

- Lead on all forms of administration, including taking minutes of meetings when required.
- Support the Foodbank Manager in liaising with clients, volunteers, referral agencies, and all other stakeholders
- Cover the management of the Foodbank when the Foodbank Manager is absent
- Bring to the attention of the Foodbank Manager any concerns about the running of the project
- Administration work to ensure the ongoing compliance of Health & Safety and any other statutory compliance in accordance with Government and Trussell Trust guidelines.

Trussell Trust compliance

- Comply with the terms of the Foodbank franchise, including standard operating procedures

Communications and Public Relations

- Point of contact for Foodbank phone(s), email accounts and all communications into the office.
- Be a point of contact, together with the Foodbank Manager, for enquiries, responding on behalf of the Foodbank with assistance from the volunteers

- Support the Foodbank Manager with work with regards to press releases and responses to local press enquiries.
- Support the Foodbank Manager preparing and issuing newsletters to maintain engagement of supporters ,partners and Volunteers .
- Occasionally to assist with preparing resources and delivering talks to interest groups, organisations and donors to raise the organisation's awareness

Foodbank Centre(s) and Volunteers

- Lead on the administration of the volunteer recruitment process, induction and communication with volunteers.
- Be familiar with Assemble, the online volunteer management software,using it to communicate with volunteers and be the contact point for any enquiries with the Trussell Trust
- Assist the Foodbank Manager to liaise with Foodbank Centre Managers to monitor operational standards and support with any issues as they arise
- Visit the Foodbank Centre(s) as agreed with the Foodbank Manager
- Manage and train a team of volunteer administration assistants
- Provide administrative support for the Holiday lunch packs Scheme

Foodbank Van

- Lead on the administration relating to the vehicle, including tax and insurance, servicing and maintenance, driver documentation, van driver management and health & safety checks

Food Supplies

- Oversee a dedicated volunteer who will provide a list of the location of Food Collection Bins and arrange the supply of new ones
- Support the administration of any initiatives to increase the donation of food, including the regular appeal
- Assist the Foodbank Manager with the organisation and running of supermarket food collections.

Data

- Be familiar with the on-line Data Collection System (DCS), using key data indicators and extract data for reports and thank you letters
- Manage the data volunteers to ensure regular and accurate data inputting of stock & vouchers

Agencies

- Support the Foodbank Manager in communicating with Referral Agencies in response to queries or issues
- Assist in liaising with agencies, ensuring that the referral agency list is regularly updated

Finance

- Comply with the Foodbank's finance procedures

- Lead a team of volunteers with the administration of the office finances including petty cash, banking of donations and the sending of thank you letters
- Provide the volunteer treasurer with details of payments and receipts and supporting documents to enable proper accounting

Quality Assurance

- Assist the Foodbank Manager to monitor the views of stakeholders
- Assist the Foodbank Manager to undertake the Quality Assurance visit from The Trussell Trust

PERSON SPECIFICATION

Essential (E)

Desirable (D)

Experience:

- Experience of managing people (E)
- Experience of working or volunteering in an organisation that deploys volunteers (D)
- Excellent Administration skills including minute taking (E)

Key skills:

- Good oral and written communication (E)
- Excellent IT skills, proficient in the use of Microsoft Office 365 including word processing, spreadsheets, publisher (E)
- Confident user of email and the internet (E). Confident on online communication methods (D)
- Ability to work independently, unsupervised, as part of a team and to deadlines (E)
- Numerate and comfortable interpreting statistical data (E)
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds and different Christian denominations and religious beliefs

Qualifications :

- Good level of education including 5 GCSE's including English and Maths above a grade C (E)

Personal attributes:

- Applicants should be sympathetic to the Christian values and beliefs of the project (E)
- Honesty and integrity (E)
- Passionate about tackling poverty
- An understanding of Churches and Christians of different denominations (D)
- Willingness to undertake training (E)

Other Requirements

- Driver with clean licence (E)#
- DBS clearance

Training provided

Induction training

IT training as required

H&S, Safeguarding & Manual Handling as appropriate

Any other Training as required.