



Foodbank Project Manager Job Description

Responsible to: The trustees of Bognor foodbank

Responsible for: Central management and coordination of the Bognor foodbank project

Part-time: 15-20 hours per week

Temporary / permanent: Permanent

Overall responsibility of the job: oversee the operation of Bognor foodbank, with concern for its operational efficiency and standards in accordance with The Trussell Trust franchise model. In partnership with the trustees: guide the development of the foodbank project, including its material resources, financial assets, reputation, partnerships and volunteer body. Lead a team of volunteers to ensure that all areas of the foodbank centre are run efficiently and to a high standard

Specific responsibilities:

Reporting to Trustees

- Report to the charity's trustees at least bi-annually and as required.
- 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 trustee group four times a year, providing a report in advance and agenda
- Develop contacts with the wider support structures locally to consider ways of combating food poverty
- Maintain links with and awareness of developments in Trussell Trust regarding food poverty

Trussell Trust compliance

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

Communications

- Maintain a foodbank phone and email account
- Be the main point of contact for enquiries, responding on behalf of the foodbank (in the absence of Deputy Manager (Admin & Planning))

Foodbank centre & Volunteers

- Coordinate the volunteer team at the foodbank centre
- Oversee the volunteer rota
- Train volunteers to undertake responsibilities within the foodbank centre and to meet the relevant legal requirements
- Develop and maintain suitable signposting resources to assist foodbank centre volunteers in pointing clients to other local agencies for further support
- Deal appropriately with any physical or verbal aggression from clients, or any other issues
- Ensure that the foodbank centre is a safe place for all clients and volunteers, that safeguarding procedures are understood and implemented, and client confidentiality respected

- Facilitate a brief team meeting for foodbank centre volunteers at the beginning and end of every foodbank centre session
- Monitor health and safety at the foodbank centre and maintain records of accidents and “near misses”

Food store

- Monitor stock levels at the foodbank centre
- Liaise with the warehouse manager to monitor operational efficiency
- Liaise with the (volunteer) warehouse manager to monitor Health and Safety, ensuring compliance with statutory requirements and good practice

Food supplies

- Liaise with the warehouse manager to monitor stocks levels, issuing appeals as necessary

Data

- Be familiar with the on-line data system, monitoring the key data indicators
- Support those entering data on the data collection system to ensure regular and accurate data of stock and vouchers
- Extract data for reports to the trustees and funders
- Ensure all completed vouchers and packing lists are handled discreetly, stored securely and passed on regularly for entering onto the data collection system

Agencies

- Communicate with referral agencies in response to queries or issues

Public Relations

- Prepare and issue newsletters to maintain engagement of supporters and partners
- Issue press releases as appropriate, and respond to local press enquiries

Finance

- Comply with the foodbank’s finance policy.
- Liaise with the trustees to identify resources for central purchase
- Provide the volunteer treasurer with details of payments and receipts, and supporting documents, to enable proper accounting

Quality Assurance

- Monitor the views of stakeholders
- Undertake the annual Quality Assurance visit from The Trussell Trust

Requirements:

- 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
- Ability to plan and organise the day-to-day running of a foodbank centre session
- Ability to lead and work as part of a team
- Ability to handle difficult situations, which may involve conflict and aggression

Key Skills:

- Good oral communication
- Driver with clean licence
- 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

Personal attributes:

- Passionate about tackling poverty
- A sound understanding of, and engagement with, Churches and Christians of different denominations
- Ability to talk to and pray with clients calling into the foodbank centre

Training

Training to be provided

IT training as required

H&S, Environmental Health & Manual Handling as appropriate

Child/Vulnerable adult protection

Food Hygiene as required

Bognor 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.