



OPERATIONS MANAGER

JOB DESCRIPTION

Reporting To: Head of Service

Salary: £12,000 per annum

Hours: 16 hours per week

Contract: 12 months fixed term – extension subject to funding

About Earlsfield Foodbank

At Earlsfield Foodbank, our mission is to create a profound and lasting impact on our community. We are an independent foodbank set up in 2013 and are part of the Independent Food Aid Network.

We are dedicated to providing essential support to those facing crisis, delivering foodbank sessions, offering wraparound services, and engaging our local community to promote our mission. In the next 12 months, we have ambitious plans to tackle some of the wider poverty indicators that lead people to need Foodbank support.

Earlsfield Foodbank is entering an exciting phase of development as we strive to make a positive impact in our community. As demand for the foodbank grows, we're looking for an experienced Operations Manager to join our team and be a catalyst for change.

Summary of Role

Work in collaboration with the Head of Service to manage and coordinate the day-to-day operations of the Foodbank. You will manage and support a team of volunteers, leading by example to ensure the Foodbank operates smoothly and the continuity of delivery standards within the guidelines of EFB policies and procedures.

The ideal candidate will have experience of working or volunteering in a Foodbank. They will be a strong leader and be hard-working, organised, collaborative and confident. They must be passionate about tackling poverty, deprivation and injustice and have a non-judgemental and positive attitude towards people who require support.

Key Responsibilities

- **Lead and ensure operational excellence:** Oversee and maintain high-quality, guest-centered operational services, while supporting volunteers and coordinating resources to meet established standards.
- **Facilities and logistics management:** Manage logistics, resources, and facilities, including coordinating with key stakeholders, maintaining inventory, and negotiating agreements with suppliers and partners.

- Compliance, Health & Safety and Safeguarding: Act as the Health and Safety, and Safeguarding Lead, ensuring adherence to policies and regulations, conducting risk assessments, and maintaining a safe working environment.
- Community engagement and data management: Foster relationships with partners, represent the organisation externally, coordinate events and outreach activities, and oversee data and digital management.
- Collaborate closely with our dedicated team: Work closely with our team of Volunteer Managers, to ensure smooth logistics across all Foodbank sessions and activities.

The Person

Requirement
<ul style="list-style-type: none"> • Excellent communication and interpersonal skills, particularly listening skills • Persuasive and effective presenter • Is confident and self-motivated • Experience of leading and motivating a team • Ability to work under pressure and to deadlines • Ability to work unsupervised • Well organised and able to juggle competing priorities • Competent and efficient use of IT, particularly the main Microsoft Office programs and Gmail for Business • Meticulous about accurate and timely reporting • Is able to work through challenges in positive and effective ways • Team worker with a flexible approach to the role • Clear understanding of the need to maintain confidentiality • Passionate about the work of Earlsfield Foodbank and is sympathetic to its values and ethos • Understanding of and commitment to Safeguarding children and vulnerable adults • Commitment to continuous professional development, and ability to attend training courses as relevant to the position

Earlsfield Foodbank is committed to safeguarding and promoting the welfare of children and vulnerable adults. All applicants will be thoroughly vetted for their suitability to work with these groups where required. Applicants for posts that are exempt from the Rehabilitation of Offenders Act will be asked to undertake a Disclosure and Barring Service (DBS) check. Any offer of employment and continued employment will be contingent upon satisfactory vetting results and checks made prior to and during employment where required. This role is subject to an Enhanced DBS check.

Earlsfield Foodbank is an Equal Opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all staff and volunteers. We serve a diverse part of London and would particularly welcome applications from residents of Wandsworth.

Application Process

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please send a CV and one-page Cover Letter to info@earlsfieldfoodbank.org.uk

Deadline for applications is 5pm on Monday 27 May 2024.

Depending on the number of applications received, we may bring the closing date forward. We therefore encourage early applications.