

ADMIN AND SUPPORT ASSISTANT



Job Description

Lewisham Foodbank is part of Transform Network
www.transformnetwork.london

Contract:	One year 3 months' probation period
Hours:	Part time (24 hours a week - there is some flexibility with hours and times)
Salary:	£17,400 per annum (£29,000 (FTE))
Line Management:	N/A
Reporting to:	Project Manager
Annual Leave:	5 weeks plus Bank Holidays (pro rata)

Introduction

Working in a friendly and supportive team, the Admin and Support Assistant will help to facilitate the day to day running of the Foodbank and will be the first point of contact for many visitors, referral agencies, local partners and donors. In this role you will make a real difference to both the people you serve and the staff members and volunteers you work alongside, ensuring a positive experience for all.

Lewisham Foodbank is run by Transform Network (www.transformnetwork.london), a partnership of local churches. We have the Trussell Trust franchise for the London Borough of Lewisham and are one of a network of 1500 Trussell Trust foodbanks across the UK. The foodbank, which has been operating since November 2012, is founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and would expect the new team member will too. Our strong staff and volunteer teams work with the most vulnerable people to transform lives and communities. Our work is founded on our mission, vision and values, and we are committed to showing kindness, raising self-belief and inspiring hope for the future in the individuals we serve.

Purpose of the Post

This role will support the smooth running of all Lewisham Foodbank operations by providing effective and supportive communications to those who contact the main Foodbank phone line and inbox. The postholder will be based at the New Hope Centre office (353H Bromley Road, SE6 2RP) and will respond to enquiries in a timely manner with relevant information, or direct them to the relevant staff member. The candidate must have excellent interpersonal skills and will communicate well with other team members, clients and external organisations to troubleshoot when challenges arise, sometimes being required to provide information and support to people facing complex and distressing situations. The postholder will liaise and work closely with the rest of the team to ensure safeguarding procedures are followed and communication is in line with our policies and values.

Lewisham Foodbank works on a referral system and works with over 500 local organisations who refer people to our services. The postholder will be responsible for setting up new referral agencies on our system and sending out onboarding information and regular updates to these partners. They will also have responsibility for checking requests for home deliveries and coordinating the preparation and administration of these with a small group of delivery volunteers. This may occasionally require phoning clients and packing deliveries themselves if a volunteer has not been able to attend.

Main Duties & Responsibilities

- Respond promptly to enquiries on the main food bank phone and inbox from visitors, referrals organisations, donors and others.
- Either reply to enquiries or forward to the relevant member of staff.
- Sort emails into relevant folders and update records, when necessary, on the data collection system.
- Assess requests for deliveries and co-ordinate with delivery volunteer teams to prepare and deliver to a small group of clients' homes.
- Liaise with referral agencies when more information or communication about deliveries is required.
- Keep the database updated with delivery requests.
- Set up new partners as referral agencies on the Data Collection System and send them all the relevant onboarding information.
- Contact referrers where clients have exceeded voucher limits and agree ongoing support in collaboration with the Project Manager.
- Create and send thank you certificates to donors at regular intervals.
- Support administrative volunteers to issue e-vouchers on behalf of job centres and other agencies that are not signed up as referrers.
- Deal with enquiries regarding Acts 435 grants and provide relevant information or signposting.
- Participate in relevant training courses and Food Network meetings.
- Keep up to date with local support and signposting information.
- Occasionally take minutes at meetings.
- Occasionally visit foodbank distribution centres and be prepared to step in to help at centres or the warehouse if there is an unexpected shortage of volunteers.
- To use online data systems and ensure all warehouse paperwork is stored securely in line with GDPR.
- To attend meetings as appropriate, including meetings which may include a time of prayer and reflection.
- To carry out other duties required by the post as agreed by the Project Manager.
- In agreement with the Project Manager, to pursue a personal programme of learning and development to enhance your skills and performance.

Person Specification

ESSENTIAL QUALITIES

- Be supportive of the goals, Christian ethos, values and vision of Lewisham Foodbank, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions.
- Have a passion for working and supporting those with lived experience of poverty.
- Be a strong team player.
- Be self-motivated and able to carry out responsibilities with minimum supervision.
- Be an excellent communicator.
- Have a sense of humour.
- Be encouraging and resilient, with a strong positive attitude.
- Be a person of empathy, honesty and integrity.
- Have the ability to work well in a team and unsupervised.
- Be able to upskill quickly, make decisions and discern the best course of action in high pressure situations.

ESSENTIAL SKILLS, KNOWLEDGE & EXPERIENCE

- Established ability to plan, organise and prioritise tasks.
- Excellent communication skills - both written and oral.

- Confident with IT systems, including Microsoft Office and cloud file-sharing.
- Flexibility and proven ability to manage a number of tasks at any one time.
- Driving licence or ability to travel around the community.
- Ability to be flexible and proactive to resolve problems and challenging situations when they arise.

DESIRABLE QUALITIES, SKILLS, KNOWLEDGE AND EXPERIENCE

- An awareness of poverty and its wider impact.
- Ability and experience of working with people experiencing poverty and food insecurity.
- A good knowledge and understanding of safeguarding adults and children, although training will be provided.
- An understanding of the welfare system.
- Experience of working or volunteering in an organisation that deploys volunteers.

April 2024