

ADMIN AND SUPPORT ASSISTANT



Job Advertisement

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

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| Hours: | Part time - 24 hours per week (there is some flexibility with hours and times) |
| Contract: | One year 3 months' probation period |
| 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) |

As Lewisham Foodbank Admin and Support Assistant you will play an important role in helping to facilitate the day to day running of the Foodbank. You will be the first point of contact for many visitors, referral agencies, local partners and donors and will make a real difference to both the people you serve and the staff members and volunteers you work alongside.

You will have responsibility for providing effective and supportive communications to those who contact the main Foodbank phone line and inbox and will respond to enquiries in a timely manner with relevant information or direct them to the relevant staff member. You will set up new referral agencies, send out regular communications to our referral partners and will have responsibility for checking requests for home deliveries and coordinating the preparation and delivery of these.

We want to hear from you if you have excellent interpersonal skills and can communicate well with a wide variety of people, some of whom will be vulnerable or in crisis. You will need to be self-motivated, a strong team player, confident with IT and be able to be proactive and troubleshoot when challenges arise. 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 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 provides food for 500 - 600 people a week.

For all other information refer to the Job Description.

How to apply

Please send in your CV and covering letter containing your supporting statement to pm@lewisham.foodbank.org.uk.

