

Administrative and Marketing Assistant - Oxford Food Hub

The Oxford Food Hub's vision is to be the surplus food partner of choice for Oxfordshire food producers, distributors, retailers, and community groups. Sharing surplus, reducing waste.

Our mission is to:

- Minimise food waste - saving surplus food from producers and retailers, promoting food waste reduction, reducing carbon emissions and protecting the environment
- Share food with those in need – providing free food to charities and community projects across Oxfordshire.

We are looking for a proactive and committed person with a flair for marketing and design to provide general administrative and communications support for our charity.

This role would be part-time, between 25 and 30 hours a week at our hub in Botley. We need to ensure office cover each day, but will discuss flexible working patterns with candidates at the interview stage. This would be a permanent contract.

We offer a pro rata salary of £26,000 - £28,000 (FTE), 25 days (FTE) holiday plus bank holidays, and 4% Employer Pension contribution. This post will report to our Outreach and Administration Coordinator.

JOB PURPOSE

The **Administrative and Marketing Assistant** role supports the smooth running and promotion of the organisation, as well as maintaining our excellent reputation across Oxfordshire.

The **Administrative and Marketing Assistant** provides effective and proactive administrative support for the CEO and Oxford Food Hub staff team. They lead on marketing and communications activities particularly social media.

The **Administrative and Marketing Assistant** is often the first point of contact for members of the public, charities and other partners, handling enquiries and requests with efficiency, compassion, and excellent customer service.

KEY RESPONSIBILITIES

Administration

- Answering the phones and generic email account, greeting visitors, triaging queries and signposting callers appropriately and sensitively.
- Supporting the CEO with administrative tasks such as data inputting, financial processes and producing reports.



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- Maintaining Oxford Food Hub databases, spreadsheets and other systems, data inputting and running reports as required to support our operations and fundraising activities.
- Ordering office supplies and other equipment or accounts as required by the Food Hub.
- Ensuring all documents and information are treated in line with Data Protection regulations.
- Processing and recording petty cash payments, expense claims, and banking donations.
- Other administrative and marketing tasks as required to support the CEO, Outreach and Administration Coordinator and other members of the team in the execution of strategic initiatives and projects.

Marketing and Communication

- Implement a social media strategy to raise awareness of our mission, activities, and impact.
- Create engaging content for Oxford Food Hub social media platforms (Facebook, Twitter, Instagram, LinkedIn, etc.) that highlights our work, successes, and the importance of food waste reduction.
- Monitor social media channels, engage with followers, and respond to inquiries in a timely manner.
- Lead on the creation and distribution of marketing materials, including newsletters, reports, flyers, and press releases.
- Track and report on social media metrics, providing insights and recommendations to improve engagement.
- Work with the team to plan and promote events, campaigns, and fundraising initiatives.
- Stay up-to-date with social media trends and best practices to ensure effective communication.
- Organising Oxford Food Hub events and our presence at partnership events.

PERSON SPECIFICATION

Essential Qualities

- Commitment – commitment to the mission and values of Oxford Food Hub.
- Organisation – excellent organisational skills, and the ability to multitask, manage own workload and prioritise effectively in a fast-paced environment.
- Resilient – able to respond to changes and challenges positively, supporting the team to meet objectives. Comfortable working in a warehouse setting all year round.



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- Communication – excellent written and verbal communication skills, and comfortable communicating with colleagues, stakeholders and the general public - including people experiencing food insecurity themselves
- Inclusive – creates a safe and inclusive environment for all members of the public, volunteers, stakeholders, and employees.
- Innovative – Creative mindset with an eye for design and content creation
- Team Player – works well with colleagues in a dynamic environment with changing demand as well as being able to work independently.
- Flexible - willing and able to attend occasional evening or weekend events

Experience and Qualifications

Essential

- Proficient in using Microsoft Office, Google Drive and Sheets and data management software.
- Experience of using social media, websites, or graphics packages to create content.
- Experience of working in a team.
- Experience handling enquiries from the general public.
- Understanding of confidentiality laws and GDPR guidelines.

Desirable

- Experience working for a charity or with volunteers.
- Experience in an administrative or marketing role.
- Experience of using CRM databases.

HOW TO APPLY

Please email a CV and a cover letter hr@oxfordfoodhub.org before 12th Sept.

In your cover letter, please explain why you are interested in this job and what makes you a good candidate for the position based on the Person Specification above.

Closing date: 12th Sept 2024

Interviews: w/c 16th Sept 2024

If you would like an informal conversation about the role and what it involves, feel free to email hr@oxfordfoodhub.org or call 01865 236420 to speak to Spencer Lawes.