



Caring in Bristol

Food Project Coordinator

Job description and person specification

Contract: Full time, permanent

Working hours: 37.5 hours per week over 5 days per week (Monday – Friday), inclusive of some Tuesday and Wednesday Food Club cover, until approximately 19:30

Starting salary range: Band F - £29,440 - £32,790, dependent on experience

Leave: 25 days plus bank holidays (pro rata)

Responsible to: Senior Project Coordinator

Location: 14 Little Bishop Street, St Pauls, Bristol. Warehouse environment and some working on site at our projects within South Bristol.

Conditions: Employment is on the condition of a satisfactory Enhanced DBS Check (organised by us) and employment references.

Some of the benefits we offer:

- 25 days annual leave plus bank holidays, increasing with 3 years' service
- Flexible working arrangements
- Enhanced 5% pension contribution
- Company sick pay, increasing with 1 year of service
- Individual learning & development budget
- Group Reflective Practice

Who we are

Caring in Bristol began in 1987 as 'Caring at Christmas' – a grassroots movement born from urgency, compassion, and community action. What started as a group of Bristolians opening doors to people facing homelessness at Christmas when all other services were shut down, has grown into a city-wide charity working all year round.

That activist heart still drives us. Every winter, our flagship Christmas project offers warmth, safety and dignity to hundreds, powered by an extraordinary team of volunteers. But our work doesn't stop there...

Today, we focus on prevention, youth support and system change – tackling the root causes of homelessness with the same energy we bring to crisis intervention. We're reaching people earlier, working alongside communities and partnering across the city to build lasting impact.

We remain an independent charity, powered by passionate staff and a commitment to trauma-informed work. This sets us apart, allowing us to have meaningful relationships with individuals, communities and other services, both VCSE and statutory.

Our vision: No one is homeless in our city.

Our mission: Uniting Bristol to end homelessness.

Our values

We are curious... Homelessness interventions are most effective when we pay attention to what is going on around us. We invest time and energy in understanding the political context in which we operate, the ecosystem of local provision, and the needs of the different communities of Bristol. Curiosity is also vital on an individual level; with the people we support. We listen to their needs, aspirations and wishes and together create a pathway to lasting change.

We are creative... We express our passion, skills and experience by bringing the positive energy of change to every person and group that faces challenges around housing insecurity and homelessness. Every person's situation is unique. We reject a one size fits all approach and utilise our agility to generate innovative solutions. We commit to fresh thinking and co-creating tailor-made solutions that deliver a better future for both individuals and our city.

We are tenacious... We understand that many circumstances around housing insecurity and homelessness, both structural and personal, can be deeply entrenched. They take time and effort to solve. We also understand that the external environment can and does shift, sometimes unexpectedly. We aim to create lasting change rather than quick fixes. Our tenacious approach means working in a determined, strategic and methodical way. It enables us to remain focused on the end goal of lasting change. It inspires us to remain active and agile, so that we keep the people we work with and their developing needs at the centre of our actions. It ensures the changes which we create is both meaningful and authentic, to them and to the city.

We collaborate... A city where homelessness is ended depends on all of us. Collaboration here and now is the most effective way to achieve this in future. We are inspired by the power of community and connection. We work hard to create and hold safe and meaningful spaces for everyone involved with Caring in Bristol. Diverse backgrounds, experiences and perspectives point towards a stronger future where the barriers to a safe and secure home must be removed; we want to hear them, learn from them and act on them.

Job Summary

Caring in Bristol has a legacy of food-based projects; from our inception as Caring at Christmas, through to Cheers Drive, our pandemic response service. We have a fantastic network in the city's food and hospitality sector which enables us to work in creative ways to alleviate housing insecurity. This role will primarily coordinate our growing food club project, Bristol Goods, but will also provide support for our other services that utilize food to engage people in support and build community connections.

As Food Project Coordinator, you will play a central role in organising our food club operations and ensuring Caring in Bristol upholds food safety standards. A significant part of the role will be centred around building relationships with our food club members and the volunteers that help deliver the service.

The postholder will also have the opportunity to contribute to other food-centred activity within the charity, including food provided to our young people's services and Caring at Christmas.

Key responsibilities

The workload for the role is split in approximately the proportions:

~60% of the role

Food logistics and coordination

- Support the Senior Project Coordinator to oversee the sourcing, supply and distribution of food, ensuring a consistent and balanced provision of fresh and ambient products for service users each week. This includes driving the Caring in Bristol van (full UK driving licence essential).
- Coordinate and monitor the stock of food, ensuring there's always sufficient stock levels to cover all the food clubs
- Coordinate the weekly Fareshare delivery and sorting/preparation of food in line with organisational procedures

- Support the Bristol Goods Team to uphold food safety management within the organisation, ensuring our warehouse space is adequately clean and organised at all times
- Manage Bristol Goods volunteers on shift to ensure they understand how to carry out their role safely, and enjoy their experience
- Supervise the on-site running of the food clubs on a Rota basis with other Caring in Bristol staff. This does involve cash handling and taking payments.
- Support Senior Project Coordinator to form working relationships with our food suppliers and food sector contacts, and seek out potential new opportunities that could benefit the resilience and breadth of Caring in Bristol's food offer
- Supporting the delivery of our other food projects including Bristol Youth Goods.
- Follow organisational safeguarding, health and safety, data protection, COSSH and van procedures.

~30% of the role

Food Club Member Support

- Interact with members and signpost them to relevant services within Caring in Bristol, in the local community, and city wide.
- Keep up to date with support services across the city to provide appropriate signposting and referrals.
- Provide support and build relationships with Food Club members through informal check-ins and identify those who may be experiencing challenges impacting their housing or wellbeing. Provide appropriate assistance, including but not limited to, form filling, applying to external volunteering opportunities or training and referring to additional services.
- Uphold the safety and safeguarding of members in the delivery and development of the Bristol Goods service.
- Record members' attendance, support provided and engagement on our database in line with data protection policies and regulations.
- Take ownership of our community noticeboard, sharing opportunities and support options in the area.

~10% of the role

Other Responsibilities

- Organisational development work, including; attendance at team meetings, safeguarding reviews and participating in the volunteer support and training.
- Follow Caring in Bristol policies and procedures and observe our Code of Conduct.
- Actively participate in and attend supervisions, reflective practice, annual appraisal processes and identified training.
- Promote the aims and objectives of the charity and present a positive image of Caring in Bristol through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

Personal Specification

We expect you to meet most of these criteria. However, we don't expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

Essential

- Full driving license (*driving the van for collections and drop-offs is key to the role*)
- Ability to safely take part in significant manual handling responsibilities (*training will be provided*)
- Experience of delivering successful logistics/operations as part of a team

- Understanding of the importance of safety and food hygiene
- Strong communication skills, with the ability to build rapport quickly and maintain effective working relationships with a range of stakeholders
- Solid IT skills including Microsoft Office (especially Excel) and experience using databases
- Organised approach including consistency, accuracy, and attention to detail
- A passion to change Bristol for the better

Desirable

- Experience of supporting people in vulnerable situations
- Experience of working with or managing a team of volunteers
- Experience of working in partnership with other groups and organisations to achieve social impact
- Established knowledge of relevant support services in Bristol (*or willingness to develop this knowledge*)

Equity, Diversity and Inclusion

Caring in Bristol believes strongly in equity and respect for every individual. We know there are some demographics under-represented in our workforce, and we are actively seeking ways to create accessible opportunities that expand the diversity of our staff and volunteers.

We welcome applications from everyone who meets the requirements of the Person Specification. Due to the nature of our work, we especially encourage applications from people with lived experience of homelessness.

Caring in Bristol is an inclusive workplace that offers flexible working options wherever possible. We are committed to actively supporting the wellbeing of our staff and encourage a healthy work/life balance. If you require any reasonable adjustments at any stage of the recruitment process, please do let us know in your application form or send any queries to recruitment@caringinbristol.org.uk.

How to apply

To apply, please submit a completed application form to recruitment@caringinbristol.org.uk with the subject line: *Your Name –Food Project Coordinator*.