

## Centre & Volunteer Supervisor (Driving Licence Required)

**Important Note: Only CVs accompanied with a covering letter will be considered.**

### Job Description

**Report to:** Head of Food Distribution and Volunteering

**Responsible for:** Leading the food distribution service and quality assurance at Hackney Foodbank's allocated Food Distribution Centres located across the borough of Hackney. This includes ensuring all our visitors have a positive experience when collecting their food parcels and are signposted to other provisions appropriately; being responsible for directing the volunteers, working closely with the Head of Food Distribution and Volunteering, Health and Safety, and promoting best practice at each centre. This role will also involve administrative tasks, organising and carrying out home deliveries for visitors, inputting data on visitors' journeys accurately into a database, driving the Hackney Giving Van occasionally and regularly driving a Luton van to the various Distribution Centres.

**Part-time:** 25 hours per week, evening and/or weekend work is required

**Salary:** £27,500 per year (pro-rata for 25 hours per week)

**Compulsory:** Must have a UK manual driving licence

### Specific responsibilities:

- Attend Hackney Foodbank's Food Distribution Centres to ensure each Centre is run in accordance with HFB's best practice procedures.
- Treat visitors to the Food Distribution Centres with the utmost respect
- Work with volunteers to ensure a safe and efficient setup, including H&S responsibilities
- Manage all volunteers on site delivering services
- Ensure effective data capture and input onto the system
- Work with internal and external stakeholders to ensure relevant and up-to-date signposting partnerships and referral systems are working efficiently
- Confident in responding to telephone and email inquiries from referral agencies and visitors
- Manage system for home deliveries for visitors who have access issues

### Person Specification

#### Essential:

- Knowledge or experience working or volunteering with adults in crisis, understanding the importance of treating people with dignity and compassion

- Knowledge or experience working or volunteering with support services
- Knowledge or experience of coordinating volunteers
- Ability to work in a team
- Ability to keep a calm head in stressful situations
- Organised and able to manage own workload
- Good administrative skills and attention to detail
- Excellent communication skills, in person, on the telephone and in writing
- Ability to absorb information and relay it to a diverse range of individuals
- Competency in Microsoft Office packages (Excel, Outlook, Word)
- Ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Full UK manual driving licence and good driving experience
- Ability to be flexible in terms of working times and duties

**Desirable:**

- Safeguarding experience
- H&S Certified
- 1stAid Trained
- Fire Marshall Trained
- Experience of driving a Luton van
- Experience of driving an electric vehicle