

Foodbank Manager - Job Description

Responsible to:	St Neots Foodbank Trustees, with a named Trustee as appointed line manager to regularly support and mentor you.
Responsible for:	Management of staff and the effective operation of St Neots Foodbank and linked projects to ensure the distribution of food to our client base, to support the Trustees and Trussell Trust to realise our mission.
Hours per week:	15 hours per week. Typically including Monday, Tuesday and Friday mornings, however flexibility is required to meet the needs of the Foodbank.
Location and Travel:	St Neots Foodbank. Ability to travel essential.
Annual leave:	32 days' annual leave, inclusive of bank holidays, pro rata
Salary:	£32,000 - £35,000 per annum (F.T.E.)

Key Responsibilities

St Neots Foodbank is a community-led operation that is based on, shaped, and guided by Christian principles. We don't think anyone in our community should have to face going hungry.

As Operations Manager, you will oversee the operations at St Neots Foodbank, giving particular attention to operational efficiency and standards in line with the terms of the franchise, including the implementation of existing policies and standard operating processes. You will be instrumental in enabling our Foodbank to continue to support our community.

Foodbank centre operations

- Liaise with distribution leads to monitor operational standards; including meeting on a quarterly basis to highlight successes, address concerns and provide appropriate ongoing training.
- Ensure that the foodbank centre is a safe space for all clients and volunteers, that safeguarding procedures are understood and implemented, and client confidentiality respected.
- Deal with incidents, unforeseen circumstances and emergencies in a prompt and professional manner.



Warehouse operations

- Liaise with the storeman, daily leads and Health & Safety office to monitor operational efficiency, and ensure compliance with statutory requirements and best practice.
- Work closely with the storeman to monitor stock levels, issuing appeals as required and organise supermarket collection days as appropriate and at the request of the Trussell Trust.

Team management

- Responsible for leading and managing the team of volunteers at St Neots Foodbank; including team training, inducting new volunteers using “Assemble”, and organising volunteer rotas.
- Ensure strong communication with volunteers by email and WhatsApp groups as appropriate.
- Cultivate a vibrant, supportive and dignified culture for working and volunteering.
- Encourage feedback and look for opportunities to enhance the overall experience and wellbeing of staff and volunteers.

Communications

- Maintain the Foodbank phone and email account; act as the first point of contact for enquiries and responding on behalf of the foodbank.
- Ensure that newsletters are prepared to maintain engagement of supporters and partners.
- Issue press releases as appropriate and respond to local press enquires.
- Arrange talks with interested local groups and organisations when requested.

Working with external partners

- Ensure regular communication with referral agencies, donors and other stakeholders to raise project awareness and provision of resources, as well as responding to any queries.
- Locally manage staff who provide Financial Inclusion services, monitor outcomes and work jointly to help any foodbank visitors causing concern.
- Locally manage and monitor staff employed to run particular time limited projects with St Neots foodbank in partnership with other foodbanks.
- Co-ordinate fundraising as and when required.

Compliance

- Responsible for compliance with the Trussell Trust Franchise Agreement, and ensuring that St Neots Foodbank adheres to the agreed model with volunteers, clients and donors.
- Ensure compliance with the foodbank's finance policy; including providing the volunteer treasurer with details of payments and receipts, and supporting documents, to enable proper accounting.
- Liaise with the Office Manager to extract data for reports to the Trustees; ensure familiarity with the online data system and support the Office manager with monitoring key performance indicators.

Management and Reporting

- Attend meetings and events set up by the Trussell Trust to keep up to date with developments and opportunities.
- Meet with the office team and chair of Trustees on a regular and agreed basis to provide information and discuss developments.
- Reporting to Trustees at their quarterly meeting by report prior to the meeting and attendance in person.
- Advise the Trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation.
- Attending regional cluster meetings with other Trussell Trust foodbanks.
- Undertake, with the trustees, the Trussell Trust's Governance Health check.

About You

- Previous experience of managing a charity/not for profit organisation, managing volunteer groups and how best to utilise this resource for the benefit of the individual and the charity.
- Be in sympathy with Christian values; including a sound understanding of, and experience of engagement, with churches and Christians of different denominations.
- Good leadership qualities that build teams based on trust and the ability to bring out the best of the diverse range of skills on offer from staff and volunteers.
- Demonstrate empathy and the ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds.
- Self-motivated and able to work unsupervised across day-to-day operations; be able to respond promptly and effectively to emergent situations to ensure the smooth running of the Foodbank at all times.
- Strong interpersonal skills and the understanding to engage with compassion to support people when they are at their most vulnerable.
- Ability to work to deadlines and peaks in demand with good self-management of working under pressure and supporting others.



Key Skills

- Planning and organisation; ability to manage multiple activities to agreed timings across a diverse team of volunteers and paid staff.
- Good computer skills including regular use of; email, internal systems, social media, spreadsheets, and presentation software.
- Excellent standards of communication - both written and oral.
- Team player, flexibility and tenacity.

Training & Development

- Training with Trussell Trust, franchise agreement, policies and how the model runs in other foodbanks.
- H&S, GDPR, Confidentiality and Data breaches, Environmental Health & Manual Handling as appropriate.
- IT training as required on specific databases and tools used by foodbank.
- Safeguarding training
- Other training is offered in areas where individual may need specific support.