



Job Description

JOB TITLE:	Local Engagement Officer (Foodbank)
TEAM / FUNCTION:	Oasis Hub Waterloo – Advice Centre Team
LOCATION:	Waterloo, SE1 (this is a community-based role so you will be in-person at our offices/community centre with some travel around the local area)
HOURS:	Full time (40 hours/week)
UNSOCIAL WORKING:	Expected regular working hours, hosting some activities during evenings and occasionally at the weekend.
RESPONSIBLE TO:	Foodbank and Volunteer Coordinator
LINE MANAGEMENT OF:	N/A
OVERALL PURPOSE OF JOB:	To develop Waterloo Foodbank’s capacity to organize and campaign for change, by engaging with local stakeholders including foodbank clients. You will be expected to be an ambassador for the vision, values, and mission of the foodbank as well as the wider ethos and mission of Oasis Hub Waterloo.

Role Outline

The Local Engagement Officer is responsible for developing the Waterloo Foodbank’s capacity to organize and campaign for change.

You will do this by building the skills and confidence of food bank clients, volunteers and staff to campaign locally. This will involve developing and leading a volunteer campaign team to create a campaign strategy and lead on the delivery of the strategy to win change.

You will also be developing and maintaining strategic relationships with referral agencies and key local partners, so that we can build a network of change in Lambeth.

This role is funded by Trussell Trust as part of their Organising Programme, and you will be part of a network of Local Organisers around the UK doing this work. You will be the link between your food bank and the Organising and Local Mobilisation team at Trussell Trust, as we build a movement to end the need for food banks.

Organisational Context

Oasis’s vision is for community – a place where everyone is included, making a contribution, and reaching their God-given potential. We do this through our Oasis hub model; creating safe and inspiring local neighbourhoods that provide integrated and diverse services to



benefit the whole person and the whole community, which includes delivering first-class and innovative education.

Oasis is an inclusive and Christ-centred organisation, and Oasis Hub Waterloo was born out of a developing church community. Oasis Church Waterloo continues to sit at the centre of the 'Hub', which delivers a wide range of integrated community services including a community centre, primary and secondary Academies, adult and further education opportunities, early years support, a Foodbank, advice services, a community farm, and well developed and diverse sports, arts, and social programmes for young people as well as a youth service at St Thomas' Hospital.

As Oasis Church and Oasis Hub Waterloo we've been involved in the Waterloo community for almost 20 years, striving to help people of all ages and situations feel included, to know that they can contribute, reach their potential, and realise a deep sense of belonging. We're passionate about Waterloo, and we're building a movement of diverse people who work together to transform our local neighbourhood.

This exciting role will support the busy foodbank team, who, within the Lambeth Foodbanks Partnership, provide emergency food to thousands of people every month.

Waterloo Foodbank sits within the Advice Centre Team, which runs a holistic advice programme as well as a thriving community centre. All of these projects have blossomed from the work of the foodbank and are specifically designed to break the cycle of poverty in the lives of individuals in our community.

Areas of responsibility and specific duties

Role specific duties

- **To explore and understand the experiences that are bringing people to need the food bank's support**, working with food bank staff and volunteers, through listening activities and/or research
- **To build trusted relationships with food bank clients**, holding one-to-one conversations and group activities to identify potential campaign issues and build their skills and capacity to campaign alongside you
- **To develop and manage a team of volunteers**, building and distributing leadership across the team, within the food bank, to work on local influencing and campaigning to reduce poverty and the need for food banks
- **To identify a local issue driving poverty, build a campaign team and develop a strategy** to build power and win change, working with food bank staff and volunteers.
- **To map out and build relationships with the food bank's partners** and to engage them in identifying and addressing the local drivers of poverty
- **To deliver the local campaigning strategy** working with food bank staff, volunteers and clients
- **To feed into our 3-year participation targets** by bringing voices with lived experience into our wider strategic work
- **To contribute to the strategic communications of Waterloo Foodbank**, including publicly engaging with anti-poverty issues and sharing campaign updates



- **To work with the Organising and Local Mobilisation team in Trussell Trust** and engage with the training and support on offer, including work with other Local Organisers in the Trussell Trust network
- **To engage in Trussell Trust's central priority campaign activities**, working with the food bank and local community to get involved in taking action on national campaigns
- **To represent Waterloo Foodbank at all times**, including sharing its vision, mission, and values
- **To understand and effectively communicate the relationship between the foodbank and Oasis**, representing Oasis authentically and sharing its ethos, vision, mission, and values.

General duties and expectations

- To support and contribute to the purpose of Oasis
- To carry out any other duties as may reasonably be required by [line manager]
- Take part in any ongoing training required by management
- To take every opportunity to raise support for Oasis
- Actively to participate in the wider life of Oasis (staff meetings, etc)

The person undertaking this role is expected to work within the policies, ethos and aims of Oasis and to carry out such other duties as may reasonably be assigned by the line manager.

Relationships/Partners

Internal:

- Oasis Waterloo Hub team, as well as the wider Oasis family.
- Lambeth Foodbanks Partnership
- Volunteers

External:

- Trussell Trust
- Members of the public
- Foodbank users
- Referral partners of Waterloo Foodbank
- Corporate partners of Waterloo Foodbank
- Other local Trussell Trust foodbanks
- Local government, including local elected representatives



Safeguarding children and young people

Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, which may include an enhanced DBS check.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Signed:

Employee:		Line Manager:	
Print Name		Print Name	
Date		Date	

Local Engagement Officer Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Good working standard of basic education, including English and Maths level 2 	
Experience	<ul style="list-style-type: none"> • Experience facilitating groups and organising engaging group activities • Experience managing and working with volunteers. • Good project management skills, able to balance a range of priorities. 	<ul style="list-style-type: none"> • Experience of campaigning or organising to achieve a change. • Experience working alongside people with lived experience of poverty • Experience of community outreach in the local area.
	<ul style="list-style-type: none"> • Engaged with local issues and passionate about justice 	



Personal Qualities	<ul style="list-style-type: none">• Creative thinker• Able to work independently and manage and prioritise own workload• Friendly and compassionate• Positive attitude and willing to learn• Solution focused• Comfortable working with a community from culturally diverse backgrounds, ages, with differing needs.• Comfortable in contributing ideas, asking questions, showing initiative and participating in training.	
Knowledge, Skills, and Abilities	<ul style="list-style-type: none">• Excellent interpersonal skills and ability to build relationships and gain trust of people with lived experience of poverty and using food banks• Confident in communicating and, able to seek and balance a range of views and stakeholders, influencing where required• Ability to handle money and keep records• Able to demonstrate initiative and work unsupervised• Ability to remain discrete when privy to confidential information• Good working knowledge of IT and Microsoft Office Applications	<ul style="list-style-type: none">• Existing knowledge about the work of Waterloo Foodbank and/or Oasis Hub Waterloo• Ability to use multiple social media platforms• Ability to do basic designing on Canva



	<ul style="list-style-type: none">• Commitment to safeguarding and promoting the welfare of children and young people.• Willingness to undergo appropriate checks, including enhanced DBS checks.• Have a willingness to demonstrate commitment to the vision of Waterloo Foodbank and the Trussell Trust• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.• Quality focused in all aspects of work.	
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