

Job Description and Person Specification

Operations Manager – Laurence's Larder

JOB DESCRIPTION

24 hours per week (0.6 FTE) - £21,000

Background:

Laurence's Larder is a small but dynamic food aid charity, based at Christ Church, Willesden Lane NW6 7BJ. We currently provide a range of services:

- A weekly 'food bag' service, consisting of essential food and other items, for around 120 people (Wednesdays)
- A weekly community lunch, attended by around 65 -85 people (Thursdays)
- A clothes bank, used by around 50 people per week (Mondays and Thursdays)
- A Community Art Café, serving a light lunch, with boardgames, arts and crafts (Mondays)
- Access to a range of advisory and support services on site, such as legal aid, substance misuse outreach, pet support hub, mental health support, NHS roving etc.
- Amongst food aid charities we are distinguished by the fact that all of our services are provided free of charge and that no referrals are required
- The organisation is run by 1 full time Project Director, who supports a team of around 65 volunteers.

About you:

The role requires a practical individual with relevant experience of 'hands on' delivery of similar services which seek to benefit those in need within local communities; who understands the issues and challenges that these individuals are facing; and who can support existing initiatives and / or establish additional solutions to meet their needs. We're seeking someone who is a team player, always ready to roll up their sleeves and pitch in. They will have delegated responsibility for all operational matters as directed by and / or agreed with the Project Director.

Please note:

We are seeking someone who can commence their employment with us at the earliest possible opportunity.

Monday, Wednesday and Thursday are the days we expect to require this role.

Overall Purpose:

The postholder will:

- oversee the operational side of Laurence's Larder, supporting the team of volunteers to provide day-to-day services, and with attention to operational efficiency to maintain smooth delivery of all activities
- ensure compliance with all relevant standards / legal requirements, but particularly health and safety, inc. food hygiene and the safeguarding of vulnerable adults.

Key Tasks and Responsibilities:

- Oversee the day to day running and management of allocated Larder programmes and processes, in line with all relevant policies and procedures
- In conjunction with the Project Director, support the recruitment, deployment, training and development of the Laurence's Larder's volunteer team and other direct and indirect employees
- Communicating with guests, volunteers, donors, partners and other stakeholders
- Supporting the Project Director on relevant aspects of day to day financial management – record keeping and reporting
- Support the Project Director to deliver agreed outcomes and impacts, including creating and maintaining appropriate records and ensuring processes are followed to deliver consistent records and reports
- Be proactive in order to deliver according to the current needs, whether specified above or otherwise
- Be fully aware of the resources available, and specifically work with the Project Director to ensure that we continue to deliver great services in line with the budget available
- Manage stock levels, to ensure the Larder has sufficient food, supplies and equipment to serve its guests
- Ensure that Laurence's Larder is a safe space for all guests and volunteers, that safeguarding processes are implemented, and that guest confidentiality is respected
- Cultivate a welcoming and dignified atmosphere for guests and volunteers
- Respond to unforeseen incidents and circumstances in a prompt, calm and professional manner.

PERSON SPECIFICATION	Essential/Desirable
Previous experience of working successfully as part of a team, but with the ability to work with minimal support and supervision on a daily basis, as circumstances require	E
Flexible approach to work, always willing to 'roll up your sleeves' if a task needs performing	E
Strong organisation and planning skills, ability to manage multiple projects and respond to peaks in demand and remain calm under pressure	E
Good people management and communication skills, inc. inter-personal skills and ability to engage with compassion	E
Ability to identify and address issues creatively to develop new solutions which respond to operational, organisational and / or societal issues	E
Excellent standards of communication, both written and oral	E
Understanding / experience of working in the voluntary sector or equivalent relevant experience (lived experience of the issues and challenges that our users face will be positively considered)	D
Experience of basic administration procedures, especially recording and collating data, record keeping, report writing	D
Management and / or supervisory experience of / an organisation or its services	D
Knowledge and understanding of critical policies and processes, including diversity and inclusion, safeguarding and health and safety (with a particular emphasis on ensuring food safety) ensuring that all relevant policies and practices are understood and implemented	D
Experience of building relationships and working with relevant external agencies, networks and individuals, to support and enhance the work of the Larder.	D
Experience / understanding of working in a catering / food preparation environment	D
Has a driving licence and is willing to drive	D
Ability to monitor spend, communicate proactivity on spend and find innovative solutions where resources are restrained	D

Stakeholders:

Reports to: Project Director

Supported by: trustees, volunteers, partner organisations

You will work closely with:

- guests
- volunteers
- current and potential donors of food including Felix Project, City Harvest, supermarkets, churches etc.
- statutory and voluntary agencies across the area including B3, Ashford Place, Brent Council etc.
- other charities and community groups including Sufra NW London, Gift Your Neighbour, Brent Food Aid Network, Local Mutual Aid groups etc
- Trustees of Laurence's Larder, including attending and reporting to Larder committee meetings.

How to apply for the role:

Please send us your CV (or equivalent), a letter of application telling us how you meet the person specification above and why the role interests you. You also need to provide us, at the time of applying, the names and contact details (phone number, email address) of two referees, one of whom must be their most recent employer.

Applications should be sent to: info@laurenceslarder.org.uk by **5.00pm on August 12th**

We are absolutely committed to diversity and inclusion. We welcome all applications from all suitably qualified persons and also from those with lived experience. We will make reasonable adjustments to the selection process for any qualified applicant who contacts us with a request.

If you want to understand more about us, or have questions about the role, or request reasonable adjustments, please send an email to info@laurenceslarder.org.uk giving us your name and a contact phone number and we will respond as soon as possible.