



# JOB PACK

## LONDON & SE AREA MANAGER

#WeAreFoodCycle

[www.foodcycle.org.uk](http://www.foodcycle.org.uk)

FoodCycle is an equal opportunities employer.



# ABOUT FOODCYCLE

FoodCycle has been nourishing communities with food and conversation for 15 years. Every week, thousands of volunteers across the country transform surplus food into healthy, nutritious meals for anyone that would like them, no questions asked. Each community meal offers a safe, warm space to enjoy a free cooked meal and company, which helps guests save on food and electricity bills.

At a FoodCycle community meal you'll see people from all backgrounds and walks of life, coming together. From low-income families, the elderly, refugees and those that may be homeless. Everyone is welcome at FoodCycle. By bringing people together in this way, FoodCycle is tackling hunger, loneliness, improving mental wellbeing, strengthening community spirit as well as promoting sustainable diets.

## OUR AIMS



### **Connect communities**

Help strengthen and build resilient communities by bringing people together to share healthy, delicious meals.



### **Support mental health and wellbeing**

Enhance the health and mental wellbeing of all by creating welcoming spaces for people from all backgrounds and walks of life to have conversations together.



### **Nourish the hungry**

Improve nutrition and reduce hunger by cooking healthy meals for those in need, leading to improved food knowledge and changes in behaviour.



### **Promote sustainability**

Change attitudes to food and society's impact on the environment by cooking with surplus ingredients.



### **Inspire change**

Share the virtues of our community dining model and the voices of our guests to gain greater support and speed our expansion, enabling us to help more people and more communities.

# A MESSAGE FROM THE CEO

Welcome - we're delighted to see that you're interested in joining FoodCycle. People are at the heart of everything we do from our volunteers, guests, supporters, organisations and of course our dedicated staff team.



Now in our 15th year of operation I'm sad to say that our meals are needed more than ever. 4.2 million children in the UK are growing up in poverty, 76% of our guests worry that their financial position will get worse and loneliness and lack of nutrition in diets is having a negative impact on both physical and mental health.

We know that community dining acts as a social anchor for many and has huge benefits to our guest's physical and mental wellbeing. We're on a mission to bring our community meals to as many towns and cities as we can and we need amazing people like you, to help us get there.

If you care about people, have a taste for nutritious food, and really want to make a difference to people, communities and the planet, then we think you'd fit right in!

*Sophie*

## 2023 IN NUMBERS

**127,587** COMMUNITY MEALS\* SERVED

**83** LOCAL COMMUNITIES SUPPORTED

**239** TONNES OF SURPLUS FOOD SAVED

**5,849** VOLUNTEERS DONATED  
**133,295** HOURS OF THEIR TIME

**214,461** HOURS SPENT ENGAGING WITH OUR GUESTS\*\*

**92%** OF FOODCYCLE GUESTS SAID THAT COMING TO A  
FOODCYCLE MEAL MAKES THEM FEEL HAPPIER

\*A community meal is a two or three course meal cooked and served by FoodCycle volunteers and eaten by our community of guests and volunteers.

\*\*total contact time through Community Meals, takeaway service or Check-in and Chat calls

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).

# London and South East Area Manager (Maternity Cover)

## About the role

**Position Title:** London and South East Area Manager (Maternity Cover)

**Reports to:** Head of Programmes

**Hours:** Full-time, 37.5 hours per week

**Pay:** £37,500 per annum (inclusive of London Weighting)

**Location:** Home/London & South East based, with frequent travel to projects in London & South East, and opportunity to work from Vauxhall office

**Contract:** Maternity cover, fixed-term to 30 September 2025, or to the return of the substantive postholder (whichever is sooner)

## Position Summary

This is an exciting opportunity to lead, develop and manage FoodCycle's Programmes team in London & South East. FoodCycle's mission is to nourish the hungry and lonely in our communities with delicious meals and great conversation, using food which would otherwise go to waste.

As London & South East Area Manager you will represent, manage and co-ordinate FoodCycle Community Meals/Projects in these geographical regions. With over 30 Community Meals/Projects across the region it is a great time to join a fantastic team.

You will be tasked with growing FoodCycle impact in London & South East region, strengthening existing projects and developing community partnerships. You will lead the London & South East team, effectively manage and establish this area, and ensure that FoodCycle is supporting as many people as possible in our local communities.

Your role will also work with the Head of Programmes and CEO to develop region-wide strategy. This may include opening in new locations, taking into consideration organisational aims and goals and maximising our current projects in our existing locations.

Our Projects are spaces where volunteers are empowered to run their own community meals using surplus food. You will support regional managers to own their local relationships with supermarkets, volunteer recruitment channels and venues to enable this to happen. You will continually be looking to increase our impact by working towards targets of increased meals served to our guests, and expanding our existing Projects.

An excellent communicator, you will have experience in line management, programme development and delivery, volunteer management and working with vulnerable adults. You will manage your area team ensuring they are trained, supported and on-message with FoodCycle strategy, and ensuring that volunteers are confident enough to self-organise and make a success of their Projects.

You will need to live in London & South East, and be able to travel to projects in London & South East area for this exciting role.

## Roles and Responsibilities

1. Volunteer management and recruitment – directly manage and support allocated regional FoodCycle Projects with full teams of Project leaders who are trained and empowered to run their local projects
2. Partnership Management – develop and deepen our relationships through excellent partnerships with all FoodCycle franchises, food suppliers in London (City Harvest and Felix Project) and charity partners

3. Support, develop and manage the London and South East Regional Managers to fulfil potential within their allocated projects and region including expansion
4. Build on the London-wide strategy, including strengthening existing projects within the region
5. Monitoring and evaluation - with the Head of Programmes, ensure impact and outputs monitoring takes place across the programme
6. Training – support the Programmes team to develop and deliver training and resources for Projects (online and offline) and provide training at our Volunteer Conference
7. Communications – working with the Communications team to manage volunteer communications within your region, including monthly content for newsletters, updating the website, social media and other channels. Be an advocate for FoodCycle at external meetings
8. Venues – liaise and form relationships with venues to enable them to further support our work and keep costs and disruption to a minimum
9. Guests – ensure that all guest experiences are positive and continue guest outreach within the area to ensure as many people as possible can access our meals safely
10. Safeguarding - Lead safeguarding across London and the South East, ensuring full compliance with FoodCycle's safeguarding policies and procedures, while proactively protecting vulnerable adults and children in line with local regulations and best practices
11. Policies and Procedures – ensure you are fully familiar with all of FoodCycle's policies in procedures, and that you encourage your volunteers and guests to be aware of policies and procedures that are relevant to them
12. Updating Salesforce – with relevant data regarding your projects including volunteers, surplus food suppliers, venue data, weekly project reports and key relationship management data
13. Support the rest of the Programmes team with ad hoc duties aligned with FoodCycle objectives

#### Person Specification

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Proven Experience of</b>	<ul style="list-style-type: none"> <li>• Experience of line managing, supporting and retaining successful teams</li> <li>• Experience of programme planning, delivery and development including community led/owned programmes</li> <li>• Experience of working to targets and inspiring volunteers to work to targets</li> <li>• Experience of monitoring and evaluating projects and reporting to external and internal stakeholders</li> <li>• Experience of recruiting and managing volunteers and managing programmes that support vulnerable beneficiaries</li> <li>• Experience of building relationships with a range of stakeholders – other</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer Management Qualification</li> <li>• Experience working from home or in the field</li> <li>• Experience of being a Safeguarding Lead</li> </ul>

	<p>charities, local authorities, funders and local champions and enhancing shared community assets</p> <ul style="list-style-type: none"> <li>• Experience of managing budgets, experience of working with finance systems and supporting volunteers to use finance systems</li> <li>• Experience of health and safety, risk assessment and risk management.</li> <li>• Experience of working with child protection and vulnerable adults and following safeguarding policies</li> <li>• Experience in hospitality or food businesses</li> </ul>	
<b>Skills, knowledge, ability</b>	<ul style="list-style-type: none"> <li>• To think and plan strategically</li> <li>• Able to network effectively, identify new opportunities for project openings and bring them into fruition</li> <li>• Strong team leader and team worker</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to work with CRMs and databases.</li> <li>• Good organizer – ability to manage multiple Projects and build teams with a wide variety of people</li> </ul>	<ul style="list-style-type: none"> <li>• Expertise in food sustainability, food poverty and/or social isolation issues</li> <li>• Knowledge of Salesforce</li> <li>• Knowledge of health and safety, risk assessment and risk management.</li> <li>• Knowledge of keen importance of nutrition especially with plant-based diets and or adults and children at risk</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Personable and warm</li> <li>• Self-Starter</li> <li>• Strong communicator and good listener</li> <li>• Results orientated</li> </ul>	

	<ul style="list-style-type: none"> <li>• Willingness to travel within the region for the role</li> <li>• Live in London &amp; South East and able to travel to projects in London &amp; South East Area</li> <li>• Willing and able to work evenings and weekends</li> </ul>	
<b>Values</b>	<ul style="list-style-type: none"> <li>• Honest and trustworthy</li> <li>• Commitment to FoodCycle's charitable objectives and ethics</li> <li>• Open</li> <li>• Balanced and fair</li> <li>• Passion for food and cooking</li> </ul>	

## Working at FoodCycle

### Equal Opportunities

FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

### Holidays

26.5 working days (this includes 3.5 days for the Christmas close down) plus additional holiday for length of service, up to a maximum of 30 days.

### Pension

Staff are automatically enrolled after three months into our pension scheme unless you choose to opt out.

### Training

We believe in the development of our staff - we are committed to providing relevant training and development opportunities to all staff.

### London Head Office

For those that live within commutable distance of Vauxhall, we have a Head Office where you can choose to work from.

### Team away days and socials

With a workforce based all over the UK we have annual all team in-person, away day, team get-togethers, regional socials, virtual all team check-ins and informal on-line catch-ups – we've even started a virtual book club!

### Staff Benefits

- **Flexible working:** We encourage flexible working and allow staff to manage their own schedules. Some roles will require occasional evening and weekend working.
- **Health Care:** Allows staff to claim money back on healthcare bills and includes access to telephone counselling and online GP appointments.
- **Wellbeing Hour:** Staff are encouraged to one hour per week (on top of their regular break time) to use for their personal wellbeing. This could involve taking a walk, going to the gym or having a longer lunch break.

## Applying for this role

**What to send: A CV of no more than two sides, and a covering note/letter of no more than two sides explaining why you are suitable for the role, via our vacancy website.**

Shortlisted applications will receive an online competency test before interview.

Please note that you will need to have existing Right to Work in the UK to apply for this role.

**Inclusivity:** FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

**Safeguarding:** The role advertised is 'Regulated Activity' and as such is exempt from the Rehabilitation of Offenders Act 1974, and any appointment will be subject to a satisfactory enhanced DBS disclosure check.

## Safeguarding Statement

Safeguarding is everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.