



JOB PACK

Office Administrator



#WeAreFoodCycle

www.foodcycle.org.uk

FoodCycle is an equal opportunities employer.

ABOUT FOODCYCLE

Week in, week out we nourish the hungry and lonely in our communities with delicious meals and great conversation, using food that would otherwise go to waste. Our Projects are run by thousands of skilled, trained and dedicated volunteers who create tasty meals to be shared by the local community. We believe that everyone has a right to good food and company without probing questions and FoodCycle welcomes people from all backgrounds and walks of life.

WE AIM TO:

- Connect communities
- Support mental health and wellbeing
- Nourish the hungry
- Promote sustainability
- Inspire change

WHY WE'RE NEEDED

People can't afford the basics

Living costs are at a record high and many households are struggling to afford the basics, such as food and heating. The Joseph Rowntree Foundation reports that over seven in ten families are going without essentials. 92% of FoodCycle guests are concerned that the price of food will increase, 82% are concerned about being able to keep their house warm enough and 48% are already behind on some, or all, of their household bills.

Access to healthy, nutritious food is expensive

It is well documented that eating a healthy and nutritious diet has many health benefits yet The Food Foundation reports that the cost of healthy food is three times as expensive as less healthy food. This means that the poorest households would need to spend 43% of their disposable income to meet the Government-recommended healthy diet.

Good food is still going to waste

WRAP reports that the food wasted by UK households in one year (6.4 million tonnes) could be turned in to the equivalent of 15 billion meals – enough to feed the entire UK population three meals a day for 11 weeks.

Community dining fights feelings of loneliness

The Campaign to End Loneliness reports that feeling lonely can quickly lead to a loss of confidence, causing people to withdraw from contact with others and in turn set off a downward spiral. FoodCycle's recent report, Your Place at the Table addresses the benefits of community dining and states that eating together is important in sustaining not just the physical body, but in creating the sense of belonging that underpins a healthy society.

Supporting the UN's Sustainable Development Goals...

The 17 Sustainable Development Goals (SDGs) are an urgent call for action by all countries to help end poverty, improve health and education, reduce inequality, spur economic growth as well as tackling climate change. FoodCycle's work contributes to multiple goals by tackling food poverty, food waste, bringing communities together and supporting health and wellbeing.

2022 IN NUMBERS



**497,552 MEALS*
SERVED**



**62 LOCAL COMMUNITIES
SUPPORTED**

**209 TONNES OF SURPLUS
FOOD SAVED**



**3,123 CHECK-IN AND CHAT
TELEPHONE CONVERSATIONS**

**5,458 VOLUNTEERS DONATED
91,784 HOURS OF THEIR TIME**

**124,780 MINUTES SPENT ENGAGING
WITH OUR GUESTS****

**87% OF FOODCYCLE GUESTS SAID THAT COMING
TO A FOODCYCLE MEAL MAKES THEM FEEL
PART OF THEIR COMMUNITY**

*equivalent meals, based on the assumption of an average meal weighing 420g (FSA 2008)

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

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Office Administrator

About the role

Position Title: Office Administrator

Reports to: Chief Executive Officer

Hours: 22.5 hours per week (0.6 FTE), ideally worked over 4 or 5 days but with flexibility on work pattern

Pay: £26,000 pro rata (*inclusive of London weighting*)

Location: Vauxhall, London Hybrid (at least 3 days in the office per week)

Contract: Permanent

Position Summary

FoodCycle is seeking an Office Administrator to join our team and support our mission by ensuring efficient office operations and maintaining a safe and organized work environment. You will have the opportunity to liaise with all levels of the organisation, from the CEO to the volunteers who work at our community meals. No two days will be the same and tasks will range from organising travel for regional teams, sending out equipment to support new Projects launches, and answering the main office telephone to supporting larger projects like our annual guest surveys.

You'll provide administrative support to various teams and have responsibility for designing and developing office systems and processes. The right person for this role must be confident on the phone and speaking to a wide range of people, enjoy being organised, have a can-do attitude, pay attention to detail and understand that they are a key component in supporting the whole organisation.

We are a dynamic and passionate team dedicated to making a positive impact in communities across the country. We are happy to talk about flexible working, personal growth, and to promote a workplace where you can be yourself and achieve success based only on your merit.

Roles and Responsibilities

SMT / CEO support

- Support the CEO with diary management, booking meetings and travel requirements
- Support the CEO to collate information for quarterly Board meetings and other key presentations
- Support FoodCycle's bi-annual Team Away Day, setting the agenda, running team-building events, logistical arrangements and gathering staff feedback

Office Organisation

- Answering the main office phone line, managing general enquires in a timely and professional manner, and referencing our CRM system (Salesforce)
- Book trains/hotels for SMT members and staff when they are unable to make their own bookings
- Oversee the running of the office and order basic office equipment
- Send out the fortnightly agenda for the all-staff team meeting

People, Training and Recognition

- Booking staff on to training – First Aid, Safeguarding, Mental Health First Aid, Conflict training, Data protection, Food Safety Level 3

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- Ensure new staff have necessary equipment, email, and Teams set-up
- Sending out staff birthday cards and cards/flowers to mark other notable events
- Keeping the staff organisational chart up to date

Programmes Support

- Posting t-shirts, banners, aprons, etc, to Projects, staff, and volunteers as requested
- Setting up email addresses for new projects & volunteers
- Managing TextLocal Account, and topping up franking machine
- Print & distribute annual guest survey material
- Centrally collate and upload Health & Safety information
- Sending out quarterly volunteer awards

Other

- Providing ad hoc support to any team during busy periods, e.g regional volunteer events, helping process volunteer sign ups during a volunteer recruitment drive or helping the marketing team collect case studies or supporting the fundraising team with an event or Food Invention Challenge.

Person Specification

	Essential	Desirable
Proven Experience of	<ul style="list-style-type: none"> • Customer service / executive assistant / secretarial experience • Great organisational skills, with an ability to log and file important data accurately • Relevant experience of working in an office environment 	<ul style="list-style-type: none"> • SMT / CEO diary and travel management
Skills, knowledge, ability	<ul style="list-style-type: none"> • Use of Microsoft 365 suite • Working with CRMs or similar systems • Excellent verbal and written communication • Key attention to detail and ability to multitask on various projects at once 	<ul style="list-style-type: none"> • Knowledge of Salesforce • Charity Experience / Working with vulnerable people • Knowledge of Health and Safety office regulation
Personal Attributes	<ul style="list-style-type: none"> • Warm and empathetic • Excellent listener and ability to follow instruction but also work independently • Good team player 	<ul style="list-style-type: none"> • Solutions focused
Values	<ul style="list-style-type: none"> • Honest and trustworthy • Commitment to FoodCycle's charitable objectives and ethics • Balanced and fair 	<ul style="list-style-type: none"> • Passion for food and people

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Working at FoodCycle

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!

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.

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.

The role advertised is 'Regulated Activity' and as such is not exempt from the Rehabilitation of Offenders Act 1974. Successful candidates will be subject to an enhanced DBS disclosure check.

Applying for this role

What to send: A cover letter stating how you meet our person specification and a CV.

Shortlisted candidates will need to complete a 30 minute task prior to being invited to interview.

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.

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