



JOB PACK

Office Administrator

#WeAreFoodCycle

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

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Office Administrator

About the role

Position Title: Office Administrator

Reports to: HR Manager

Hours: full-time, 37.5 hours per week

Pay: £27,050 per annum *(inclusive of London weighting)*

Location: Hybrid working between Vauxhall, London (3 days in the office per week) and home

Contract: Permanent

Position Summary

FoodCycle is seeking an Office Administrator to join our team. You will 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. This is a hybrid role, with 3 days a week at our Head Office, so you will need to live within a one hour commute of Vauxhall, London.

Roles and Responsibilities

SMT / CEO support

- Support the CEO with booking meetings and travel requirements
- Support FoodCycle's bi-annual Team Away Day, booking venue, 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 staff
- Oversee the running, cleanliness and Health and Safety of the office and order office equipment
- Send out the fortnightly agenda for the all-staff team meeting
- Support other team meetings as required, including taking notes and follow up with actions

People, Training and Recognition

- Supporting HR Manager with leavers and joiners of the organisation, including arrangement of equipment, booking training and setting right IT access
- Monitoring Hello and project inbox to ensure enquiries get timely responses
- Sending out staff birthday cards and cards/flowers to mark other notable events

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- Keeping the staff organisational chart up to date
- Support HR Manager with recruitment administration, and other HR tasks as required

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
- Sending out quarterly volunteer awards

Merchandise

- Post out merchandise orders in timely fashion
- Manage refund process

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 • 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 • Charity Experience / Working with vulnerable people
Skills, knowledge, ability	<ul style="list-style-type: none"> • Use of Microsoft 365 suite, and working with CRMs or similar systems • Excellent verbal and written communication • Confident answering phone calls, including from vulnerable people • Ability to multitask, handle pressure, and work on various projects at once 	<ul style="list-style-type: none"> • Knowledge of Salesforce • Knowledge of Health and Safety office regulation
Personal Attributes	<ul style="list-style-type: none"> • Warm and empathetic • Good team player - ability to follow instruction but also work independently • Solutions focused • Live within a one hour commute of Vauxhall, London 	

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Values	<ul style="list-style-type: none"> • Honest and trustworthy • Commitment to FoodCycle's charitable objectives and ethics • 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 Basic 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.

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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. We are a Disability Confident Scheme member – please email jobs@foodcycle.org.uk if you require support or adjustments for your application.

EDI Monitoring

FoodCycle is committed to promoting Equity, Diversity and Inclusion (EDI). To help us raise awareness and support a culture that is diverse and recognises and develops the potential of all, we need to appreciate the profile of candidates who apply for positions. We would therefore be most grateful if you would complete the EDI monitoring form as part of your application.

This information will be treated confidentially and anonymously and will help us to support our commitment to fair recruitment practice. All information provided will be held in the strictest confidence in line with GDPR. The information provided does not form part of the decision-making process and will not affect your application.

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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