



Warrington Foodbank

Unit 2 Tanning Court

Warrington

WA1 2HF

T 01925 977630

E info@warrington.foodbank.org.uk

W www.warrington.foodbank.org.uk

Role Description: Operations Manager

This document is not a contract between either WFB or the individual accepting this role. It is simply intended to clarify what is expected of the individual in this role and ensure that the individual has considered and is then willing, happy and able to undertake these responsibilities.

1. Background

Warrington Foodbank (WFB) is part of the Trussell Trust's UK network of over 1000 Foodbanks, which provide food to people in crisis in their local areas.

2. Our Purpose is:

- A. *to provide relief to individuals and families in crisis in Warrington and surrounding areas through the provision of emergency food supplies.***
- B. *to provide practical, mental and spiritual support by referral to approved partner agencies to enable individuals and families avoid future crises.***
- C. *to raise awareness of the causes of food poverty and to encourage both policy-makers and local people to take action.***

3. Overall Responsibility

To manage the operations of Warrington Foodbank, with concern for its operational efficiency and standards in accordance with The Trussell Trust Franchise model; in partnership with trustees and other employees, to assist with the development of Warrington Foodbank, including management of its material resources, financial assets, reputation, partnerships and volunteer body.

4. Specific Responsibilities

- Trustees
 - Report to the charity's Trustees on a regular basis or at such special meetings as the trustees may call and report any exceptional events promptly.
 - Contribute to planning and recommend implementation of major projects to Trustees.
- Strategic Development
 - Support, recommend and implement strategic direction & plans of Warrington Foodbank as directed by the trustees.
 - Support and contribute to raising awareness of the causes of food poverty and to encourage both policy-makers and local people to take action in line with our vision of a future without the need for Warrington Foodbank.
 - Convene and chair meetings of the Operations Group, responsible for detailed coordination of Warrington Foodbank operations.
- Trussell Trust
 - Be the main contact for Trussell Trust on operational issues.

- Comply with the terms of the foodbank franchise, including standard operating procedures.
- Oversee and line-manage all aspects of project work.
- Communications
 - Respond to enquiries referred by staff and Trustees as appropriate.
 - Prepare and issue newsletter to maintain engagement of volunteers, supporters and partners.
 - Issue press releases and respond to local press enquiries as appropriate and in consultation with Trustees.
 - Arrange for events, photographs and operational updates to be publicised on Warrington Foodbank website and social media.
- Employees
 - Create and maintain a positive & inclusive operational culture.
 - Involve staff in decisions and ensure they feel listened to & able to talk freely.
 - Participate in selection procedures for new employees as required.
 - Conduct regular appraisals of line-managed employees in accordance with the policy adopted by the Trustees.
 - As line-manager, counsel & coach staff, acknowledging concerns and resolving any complaints promptly.
- Warehouse
 - Oversee the management of the warehouse, liaising with the Logistics Manager, Operations Coordinator & engaging regularly with staff and volunteers
 - Continuously review & evaluate procedures and processes to identify improvements.
 - Ensure Health and Safety and Environmental Health procedures are compliant with statutory requirements & are fully implemented at all times.
 - Ensure any annual stock taking requirements are completed and reported to the trussell trust.
- Food Stocks
 - Liaise with the Logistics Manager to monitor stock levels, ensuring appeals are issued as necessary.
- Office
 - Oversee the management and operations of the Foodbank Office, liaising with all staff.
 - Ensure the IT systems are up to date and functioning well, with appropriate levels of security in place.
- Data
 - Oversee the on-line data system, monitoring the key data indicators
 - Ensure data is extracted and suggest new data indicators and reports to assist Trustees in forming strategy and plans.
 - Manage and support the staff and volunteers to ensure that accurate data of stock and referrals are maintained.
- Volunteers
 - Ensure management of a robust volunteer recruitment procedure is in place which is accessible to all, including appropriate DBS checks and references as required.
 - Liaise with colleagues to develop new volunteering opportunities and match volunteers to opportunities.
 - Provide ongoing care and pastoral support for all volunteers.
 - Ensure risk assessments are in place for all volunteering opportunities.
 - Provide induction training for all new volunteers, ensure ongoing training is provided and that the training register is up to date.
 - In conjunction with staff, develop and support session volunteer coordinators and deputies
 - Oversee and host 'thank you' events and activities.
 - Ensure all volunteering policies and procedures as approved by Trustees are kept up-to-date as well as maintaining a Volunteer Handbook.

Finance

- Ensure Foodbank's finance policy is implemented at all times liaising with Treasurer
- Apply for grants in support of the work of the Foodbank as required.
- Safeguarding
 - Act as lead on all safeguarding issues for the Foodbank operations, ensuring that all reports, complaints and incidents are investigated promptly in line with current policies and procedures, and that these are reported to Trustees.
- Distribution Centres
 - Oversee and support operations at distribution centres.
 - Provide support to distribution centre leaders.
- External Organisations
 - Develop and maintain relationships with external organisations.
 - Be main contact for statutory agencies e.g. Information Commissioner's Office, Council, Government, DWP, etc.
- Referral Agencies
 - Ensure regular and effective communication with referral agencies is developed and maintained.
 - Respond to queries or issues raised by referral agencies.
- General
 - Ensure all insurances are renewed on an annual basis.
 - Be responsible for regulatory requirements.
 - Manage cover for holidays/sickness

4. Contract Type

- Full- time/ 37.5 hours per week

5. Location and Core Hours

- Work base will be Unit 2, Tanning Court, Warrington, but the postholder will also be required to work across the operational network and elsewhere as needed.
- Core hours are 9am - 5pm, Monday to Friday. Occasional out of hours working including at weekends and Bank Holidays may be required.
- The Operations Manager will work flexibly to determine the most effective pattern for his/her own work. This will include attendance at online meetings and may involve working some hours from home if that is the most effective use of time. All flexible and home working will need to be agreed with a designated Trustee in advance.

6. Responsible for:

- All Foodbank operational and development employees as allocated.

7. Supported & line-managed by:

- Chair and Trustees as designated

Warrington Foodbank Operations Manager Person Specification

We expect candidates to evidence how they meet these criteria in their application. This can be examples through work, volunteering or personal life.

FOR THE POST OF OPERATIONS MANAGER			
Criteria	Essential	Desirable	Assessed through*
EXPERIENCE			
Experience of leading, managing and supporting a team including motivating and developing people to deliver high levels of performance. Goal setting and performance management to achieve organisational strategic outcomes.	✓		A.I.R.
Experience of recruiting, supporting and managing volunteers, delivering and coordinating training.	✓		A.I.R
Experience of financial management, including control over income and expenditure and appropriate performance measures.	✓		A.I.R
Experience of partnership working to achieve strategic objectives.		✓	A.I.
Experience of foodbanks or organisations focused on tackling poverty.		✓	A.I.
Experience of operating safeguarding standards within an organisation.	✓		A.I.
SKILLS			
Ability to promote equality and diversity.	✓		A.I.
Ability to motivate and develop people to deliver high levels of performance.	✓		A.I.R.
Ability to use a range of PC applications competently to capture qualitative and quantitative data, including using databases, Excel, Office 365 generally.	✓		A.
Strong interpersonal and communications skills, able to confidently communicate with a diverse range of stakeholders.	✓		A.I.R.
Strong administration and organisational skills, effective planning and prioritisation skills.	✓		A.I.
Ability to think strategically about the development of the foodbank and beyond.	✓		A.I.
Strong team player.	✓		A.I.
KNOWLEDGE			
An understanding of Warrington Foodbank	✓		A.I.
Knowledge of the voluntary & charity sectors, the regulatory environment and the support requirements of Boards of Trustees.		✓	A.
QUALIFICATIONS			
Hold a qualification in GCSE English and maths	✓		A.I.
Hold a Level 3 qualification or above		✓	A.I.
PERSONAL ATTRIBUTES			

Understanding of and willingness to adhere to Warrington Foodbanks vision, values and standards of behavior.	✓		A.I.
Reliable, with strong self-motivation and an ability to work on own initiative, consistently meeting deadlines.	✓		A.I.R.
Enthusiastic about the work of Foodbank and motivated to share that enthusiasm with others.	✓		A.I.
Hold a valid driving licence and have access to own transport to visit foodbank centres across Cheshire.	✓		A.I.

*A - Application

*I - Interview

*R - Reference

Safeguarding

Warrington Foodbank is committed to safeguarding children and vulnerable adults. This role is subject to an Advanced DBS check and two references.

Equal Opportunities

Warrington Foodbank is committed to embracing diversity and promoting equality and inclusion. If you have any concerns about the role or the application process please contact us.