

PILOT PROJECT LEAD

Job Pack



 **Sufra**

**FIGHT
POVERTY
LOVE
COMMUNITY**

Registered Charity Number 1151911

About Us



Photo credit: Digital Island

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty, refugees and people who are homeless or socially isolated.

Our core work focuses on providing emergency food aid through our Food Bank and Community Kitchen, but these are gateway services that enable our service users (we call them guests) to access a wider range of holistic services and activities designed to address the root causes of poverty.

Our services include:

- Food Banks and a Community Shop
- Community Kitchens and cafes
- Welfare Advice Service
- Asylum seeker, refugee and migrant support
- Accredited training
- St. Raphael's Edible Garden

Our Vision

A community united to address the causes and consequences of poverty.

Our Mission

Sufra NW London provides food aid, welfare advice and training to people in crisis, whilst working with the wider community to campaign for an end to poverty.



Photo credit: Digital Island



About the role

Salary: £32,500 (full time equivalent, pro rata)

Hours: 24 hours

Monday and Wednesday, 4 hours flexible (hybrid)

9.30 – 5.30, Tuesday and Thursday (onsite)

Contract: 36 weeks + training.

Annual Leave: FTE 25 days pro rata + statutory holidays

Responsible to: Food Aid Manager

Location: Stonebridge, NW10, London Borough of Brent

Role Description

Ever wondered what it means to work at a grassroots organisation, working hard to fight poverty in the community? Well, this is your chance. We have a unique and exciting opportunity for someone interested in gaining first-hand experience working on the frontlines of a fast-paced, guest-facing charity.

Sufra has always been #MoreThanAFoodbank, and this role is key to Sufra's journey in trialling different methods of supporting residents. We are partnering with SALIENT, a team of researchers who are working with the public, partners from local and national government, food charities, community support teams, and the food industry on a range of food-related trials. In particular, they will be conducting a trial at Sufra where a range of different support is offered to Food Bank guests. The aim of the trial is to assess the impact of these different methods, and hopefully come closer to learning what support our guests prefer to receive from our food bank service.

The ideal candidate will work well in a busy environment and will have great people skills. They will have some experience in a customer-facing role, dealing with the public and potentially vulnerable individuals. The successful candidate will be the first point of contact for members that register with the pilot project and will be confident answering queries confidently speaking about the trial. The candidate will work closely with the Food Aid Manager and SALIENT researchers to ensure accurate data tracking once participants are registered, including collating receipts, supporting with feedback interviews, capturing case studies and logging visits. The role will also include supporting the distribution of both parcels and vouchers and ensuring meticulous financial records of this are kept.

People skills are crucial to success in this role. Due to the diverse nature of Sufra guests, it would be beneficial for this candidate to speak Arabic, Somali, Farsi, or another community language.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. Through your activities, you will be able to convey the charity's passion and commitment to supporting vulnerable people and demonstrate the impact of our interventions in transforming the lives of beneficiaries. There will be training provided by both Sufra and the SALIENT team before the successful candidates starts leading on this exciting project.

We would encourage applications from local residents, with knowledge of the London Borough of Brent to apply.

What you will be doing

Role Description

Supporting the smooth running of the SALIENT Food Trial, conducted at Sufra NW London. Supporting across the trial, focussing on participant recruitment, distributing different support methods and maintaining data throughout the trial. We hope to have this candidate in position by mid-August.

Main Duties & Responsibilities

Guest Recruitment

- Sharing information about the research trial
- Leading the recruitment of the trial, checking guest eligibility and contacting Sufra Food Bank guests and clearly communicating the trial in a non-biased and informative manner.
- Answering queries and concerns from Sufra guests and current participants and obtain consent to share data with researchers.
- Anonymising data sets for sharing with researchers.
- Creating awareness of the study amongst Sufra Foodbank volunteers through briefings, sharing links to the study video and information sheets so they are informed of how the study will operate.

Pilot data collection and tracking

- Work alongside SALIENT researchers to maintain a dataset to track participation in research.
- Distributing different methods of support for participants, during usual Food Bank collection hours.
- Implementing financial tracking of transactions made, and ensuring all financial monitoring is up to date and accurate.
- Exploring methods to reengage and support participants with low attendance.

Other Duties

- Joining staff meetings once a month and updating the wider team on the progress of the trial.
- Ensuring that our health and safety protocols and policies and procedures are adhered to.
- Ensuring that the service reflects the ethos, values and core principles of the charity and oversee the project's development, so it is continuously and sustainably meeting community needs as they evolve.
- Attending regular supervisions with your line manager and staff meetings with the wider team.
- Undertaking any other reasonable duties to support the operations of the charity.

What we can offer you

Community

- Employee working groups (including advocacy, team togetherness and environmental)
- Staff away days
- Social activities and community celebrations
- We can offer a friendly working culture and a chance to make a difference to people's lives in Brent.

Learning and Development

- Staff training budget of £250 per year
- Shadowing opportunities to learn about other roles and departments in the organisation.
- Regular staff training.

Pay, Pension and Other Benefits

- Competitive salaries reviewed on a regular basis
- You'll be eligible and auto-enrolled into a pension scheme - we use Nest. Current pension contributions are 4% from employees and 3% employer contribution.
- Death in service benefit

Health and Wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.

Holidays

- 25 days of annual leave per year plus public holidays
- An additional day of leave for every year of service, after two years of service (up to a maximum of 5 days).

Flexibility

- Hybrid working and flexible working arrangements are possible



How to apply

Diversity and Equality

We're committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community.

Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic.



How to apply

- To apply for this role, please submit a CV, Covering Letter (no more than 1 side) by email to admin@sufra-nwlondon.org.uk, and complete our Equal Opportunities Form.
- Applications will be reviewed on a rolling basis, and we encourage applicants to apply as soon as possible.

