



## Job Description for Rugby foodbank Administrator and Liaison Officer

### Purpose:

At Hope4 we believe that everyone has the right to have a place to call 'home', somewhere that is safe, secure and sustainable, and enough food even when in a crisis. We also believe that everyone should have the chance to realise their hopes and ambitions and as a charity, our clients are at the heart of what we do. Although Rugby is a small market town, in 2023 we supported over 190 people at our Day Centre and provided over 6000 food parcels at our Foodbank. Our staff and more than 80 volunteers are crucial to making this happen. Rugby foodbank is part of the Trussell Trust network of foodbank and operates within their operating model.

The charity is founded on Christian principles and works to address homelessness and food poverty in the Borough of Rugby. Our staff and volunteers support these values and ethos irrespective of belief or background.

Hope4 is the overarching charity name overseeing all operations of the Hope Centre and Rugby Foodbank.

**Our Values:** Compassion, Respect, Integrity, Faith and Community

**Job Title:** Administrator and Liaison Officer

**Reporting to:** Service Delivery Manager

**Location:** Hope Centre\*, 8 Newbold Road, Rugby, CV21 2LJ. \*some off site working is anticipated.

**Salary range:** FTE based on 37hpw £25,000- £29,000 depending on experience

**Hours:** 24 per week. Permanent contract. Some evening, bank holiday or weekend work may be required, and time off given in lieu of extra hours worked. **Key days to be worked are Monday, Wednesday and Fridays.**

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### Overall role purpose:

As the Administration and Liaison Officer you will be the primary point of contact and the face of the Rugby foodbank for all stakeholders. You will need to have excellent administration and communication skills as you will be our contact point for volunteers, clients, voucher issuing agencies, food and financial donors. In partnership with the Service Delivery Manager, you will guide the development of the foodbank project including its material resources, financial assets, reputation, partnerships and volunteer body.

Patron: The Right Rev Ruth Worsley, Bishop of Coventry  
Hope4 (Rugby) Ltd, The Hope Centre, 8 Newbold Road, Rugby CV21 2LJ  
Registered Charity in England and Wales (1126487)  
Company Limited by Guarantee (6614898)





Your key skills will be effective communication and the ability to work with all types of people from every kind of background. You will engage with volunteers, clients, Trustees and external agencies such as statutory agencies, churches, schools and businesses to maximise engagement. You will need to be a flexible team member with the ability to balance duties according to the needs and opportunities of the organisation. You will be an outgoing self-starter who is confident working on their own initiative as well as part of a wider team.

### **Main Responsibilities:**

Our stakeholders are primarily our volunteers, clients, voucher issuing agencies including statutory and community groups, food and financial donors from the community including churches and other faith groups, schools, other charities and businesses, our Trustees and staff.

Stakeholder contact:

- Primary contact point for all stakeholders giving quality customer service in a timely manner
- Dealing sensitively, appropriately and confidentially with the range of complex and challenging issues

Service Delivery and Promotion:

General Duties:

- Working well as part of a staff team
- Dealing with the day-to-day administration needs via phone, email, in person, ensuring tasks are completed in a timely and accurate fashion
- Organising and overseeing volunteer rotas
- Supporting and liaising with volunteer teams on a day-to-day basis
- Delivering new volunteer induction training
- Helping with volunteer thank-you events
- Deliver new agency induction training
- Supporting client enquiries
- Assisting with food and financial donation enquiries
- Organising food collections including at Harvest Festival, Christmas and adhoc supermarkets times
- Delivering talks to churches, other community groups and businesses
- Developing signposting resource and engaging with external agencies to enhance signposting opportunities
- Working with our Financial Inclusion Support Worker regarding client income maximisation
- Working with our social media content to support promotional activity
- Attending Trussell Trust conferences and training days and the charity's AGM

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## Key Skills

- Excellent oral and written communication
- Excellent computer skills including confident use of Microsoft Word, Excel, PowerPoint,
- Passionate about tackling poverty
- Experience of volunteering
- Experience of managing people and the voluntary sector

## To work as part of a team to support the overall delivery of Hope4's activities:

- An active and effective team member building positive relationships with all Hope4's stakeholders including staff, Trustees and volunteers
- Undertake any other reasonable requests by management, consistent with the nature of the service
- Ensure that all work is delivered in line with contractual obligations and in accordance with best practice of Hope4

## General:

- All information and data to be maintained in accordance with Hope4 policies and procedures, and within GDPR principles
- Undertake identified training within specified timelines and maintain current operational knowledge where required, such as safeguarding
- To work some hours, where needed, outside of normal office hours (including evenings and weekends)
- Participate in supervision and annual appraisal, and identify your own job-related development and training needs
- Safeguarding – an awareness of Safeguarding for children and adults and/or a willingness to undertake training
- To be an ambassador for Hope 4 within the wider community

**Person Specification:** This person specification sets out the essential and/or desirable experience and abilities needed by the successful candidate for this post. These could be from employment or volunteering roles and experience. Please bear these points in mind when applying for the role as these requirements will be considered at both the shortlisting and interviewing stages. **\*Denotes minimum shortlisting criteria for interview.**

Updated April 2024

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
<b>English and Maths- GCSE or equivalent *</b>	X	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of developing and maintaining positive relationships with those in crisis		X
<b>Experience of developing and sustaining effective working relationships, eg with colleagues, with volunteers, other services and organisations, *</b>	X	
<b>Experience of working effectively in a challenging, high demand and multitasking environment*</b>	X	
Awareness of the vulnerability of the client group and experience of how services can support their needs.		X
Experience and/or knowledge of the motivators for volunteering	X	
<b>Skills, knowledge and personal attributes</b>	<b>Essential</b>	<b>Desirable</b>
Desire to work with vulnerable or marginalised people	X	
Excellent interpersonal skills, clear communicator and listener with individuals or groups of people.	X	
Understanding and experience of food poverty support for clients.		X
<b>Ability to develop and motivate others including volunteers*</b>	X	
<b>Ability to work in a supportive, holistic and responsive environment*</b>	X	
Ability to use Microsoft 365 Office package such as Word, Excel, Teams, and client management systems		X
Effective organisational, record keeping, time management	X	
<b>Ability to work as part of a team, on own initiative, and work to deadlines, within professional boundaries *</b>	X	
Understanding the challenges faced by people who are in food poverty such as impact on their mental health, housing situations, barriers to employment, debt		X
Understanding of risk assessment and risk management in working with vulnerable people		X
Understanding of safeguarding practices		X
Full UK driving license and use of a car		X