



Job Description

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.

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: Engagement 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 £20,000- £23,000 depending on experience

Hours: 24 per week. 2-year contract, extension subject to funding. Some evening, bank holiday or weekend work may be required, and time off given in lieu of extra hours worked. **Keys days to be worked are Monday, Wednesday and Fridays,**

Overall role purpose:

To oversee the smooth running and operation of Rugby foodbank, with concern for its operational efficiency and standards in accordance with The Trussell Trust franchise model. In partnership with the Service Delivery Manager, guide the development of the foodbank project, including its material resources, financial assets, reputation, partnerships and volunteer body. The Engagement Officer will have a key role in the delivery and development of Rugby foodbank and the growth of its services. They will be responsible for building relationships with key stakeholders including volunteers, food and financial donors, partner referral agencies plus



community and business groups. The right candidate will be an effective communicator who will work hard to create a positive environment for volunteers, clients, agencies and donors maximising opportunities for engagement.

We are looking for someone who can work as a flexible team member and with the ability to share and 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. Your key skill will be the ability to work with all types of people from every kind of background because you will be engaging with volunteers, clients, trustees and external agencies such as churches, schools and businesses. It will be varied and is pivotal in ensuring the smooth and successful day-to-day running of the foodbank.

Main Responsibilities:

Stakeholder contact: this is a people orientated post

- To be responsible for quality customer service, dealing with all the communication requirements of the foodbank
- To be responsible for dealing sensitively, appropriately and confidentially with the range of complex and challenging issues presented by any of our stakeholders.
- To lead with recruitment, induction and support of volunteers as required
- To support and actively engage with varied stakeholders including faith groups, local businesses and statutory and non-statutory organisations
- To support and liaise with volunteer teams on a day-to-day basis

Service Delivery and Promotion:

- Support and actively promote services and maintain and develop positive relationships with stakeholders, to encourage continuity and to aid growth
- Be the point of contact and the face of Rugby foodbank for stakeholders
- Support and complete tasks in a timely and accurate fashion
- Further develop signposting resource and engage with external agencies to form partnerships for signposting opportunities
- Work with our Financial Inclusion Support Worker regarding client income maximisation
- Work with our social media content lead to support promotional activity
- Assist in the organisation of annual events such as open days, AGM, cultural celebrations such as Harvest Festival and Christmas and supermarket collection days and volunteer thank you events

General Duties:

- To work well as part of a staff team
- To deal with the day-to-day administration of Rugby foodbank via phone, email, in person, with all stakeholders,
- To organise and oversee volunteer rotas; deliver new agency induction training; organise food collections at Harvest, Christmas and adhoc at supermarkets; deliver talks about the foodbank to churches and other community groups and businesses
- To attend Trussell Trust conferences and training days

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

- Build positive relationships with 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 be an active and effective team member including both those at Rugby Foodbank, the Hope Centre and those organisations supporting our work eg referral agencies, food and financial donors
- 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.

Qualifications	Essential	Desirable
English and Maths- GCSE or equivalent *	X	
Experience	Essential	Desirable
Experience of developing and maintaining positive relationships with those in crisis		X
Experience of developing and sustaining effective working relationships, eg with colleagues, with volunteers, other services and organisations, *	X	
Experience of working effectively in a challenging, high demand and multitasking environment*	X	
Awareness of the vulnerability of the client group and experience of how services can support their needs.		X
Skills, knowledge and personal attributes	Essential	Desirable
A self-starter; fun, flexible and outgoing	X	
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
Ability to develop and motivate others including volunteers*	X	
Ability to work in a supportive, holistic and responsive environment*	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	
Ability to work as part of a team, on own initiative, and work to deadlines, and within professional boundaries *	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

*Denotes minimum shortlisting criteria for interview. **Last reviewed: Jan 2024**