

SUPPORT SERVICES MANAGER

Responsible to: Head of Foodbank

Management Responsibility: Family Engagement Worker; Foodbank signposting volunteers

Hours: Full time; 37.5hrs per week

Salary: £30,000 p.a.

Based: Cirencester, Gloucestershire

Role purpose

To manage the Foodbank's advice delivery services

To manage the relationships with partner organisations referring to the Foodbank

To manage the Foodbank's school & family support activities

Key Responsibilities

- You will be responsible for the orientation of new organisations who will be referring to the Foodbank and the delivery of high-quality training on the referral process to all partners as needed.
- Through regular engagement with those organisations, you will forge strong relationships to ensure they provide an advice-first approach, maximising the level of help local people get before being referred to the Foodbank.
- You will develop, monitor and co-manage a team of volunteer signposters who provide support to the Foodbank's clients
- You will manage the Foodbank's Family Engagement Lead, working in and with local schools
- Working closely with the Cirencester Foodbank's Citizens Advice team and their Citizens Advice manager, you will ensure Foodbank clients are prioritised in obtaining further advice, monitoring the advisors' caseloads and ensuring regular reporting
- Ensure that Foodbank clients are consulted and feedback gathered to make our services efficient, helpful, relevant, and respectful. Additionally, collect stories from clients to help illustrate the charities impact, issues that lead people into food poverty and enable further advocacy.
- Maintain the Foodbank's client database with details of support provided
- Produce reports to agreed deadlines

Key Skills and Personal Attributes:

- With excellent written and verbal communication and relationship management skills, you will inspire and motivate existing and prospective partner organisations to share the Foodbanks vision to end the need for Foodbanks.
- You will have strong IT skills which will enable you to take advantage of the Foodbanks database, project and team management systems
- You will have experience of setting, managing and reporting against Key Performance Indicators

- You will be tenacious and able to embrace, innovate and shape the role and the Foodbank's support service.
- You will be able to demonstrate empathy for people from disadvantaged, marginalised or socially-excluded backgrounds
- You will be organised, proactive, and a self-starter who is able to self-motivate.
- Previous experience in support and advice provision (i.e. Citizens Advice, Social Prescribing, Social Work, etc.) would be beneficial but not a pre-requisite