



JOB PACK

Project Support Officer

#WeAreFoodCycle

www.foodcycle.org.uk

FoodCycle is an equal opportunities employer.



ABOUT FOODCYCLE

FoodCycle has been nourishing communities with food and conversation for 15 years. Every week, thousands of volunteers across the country transform surplus food into healthy, nutritious meals for anyone that would like them, no questions asked. Each community meal offers a safe, warm space to enjoy a free cooked meal and company, which helps guests save on food and electricity bills.

At a FoodCycle community meal you'll see people from all backgrounds and walks of life, coming together. From low-income families, the elderly, refugees and those that may be homeless. Everyone is welcome at FoodCycle. By bringing people together in this way, FoodCycle is tackling hunger, loneliness, improving mental wellbeing, strengthening community spirit as well as promoting sustainable diets.

OUR AIMS



Connect communities

Help strengthen and build resilient communities by bringing people together to share healthy, delicious meals.



Support mental health and wellbeing

Enhance the health and mental wellbeing of all by creating welcoming spaces for people from all backgrounds and walks of life to have conversations together.



Nourish the hungry

Improve nutrition and reduce hunger by cooking healthy meals for those in need, leading to improved food knowledge and changes in behaviour.



Promote sustainability

Change attitudes to food and society's impact on the environment by cooking with surplus ingredients.



Inspire change

Share the virtues of our community dining model and the voices of our guests to gain greater support and speed our expansion, enabling us to help more people and more communities.

A MESSAGE FROM THE CEO



Welcome - we're delighted to see that you're interested in joining FoodCycle. People are at the heart of everything we do from our volunteers, guests, supporters, organisations and of course our dedicated staff team.

Now in our 15th year of operation I'm sad to say that our meals are needed more than ever. 4.2 million children in the UK are growing up in poverty, 76% of our guests worry that their financial position will get worse and loneliness and lack of nutrition in diets is having a negative impact on both physical and mental health.

We know that community dining acts as a social anchor for many and has huge benefits to our guest's physical and mental wellbeing. We're on a mission to bring our community meals to as many towns and cities as we can and we need amazing people like you, to help us get there.

If you care about people, have a taste for nutritious food, and really want to make a difference to people, communities and the planet, then we think you'd fit right in!

Sophie

2023 IN NUMBERS

127,587 COMMUNITY MEALS* SERVED

83 LOCAL COMMUNITIES SUPPORTED

239 TONNES OF SURPLUS FOOD SAVED

5,849 VOLUNTEERS DONATED
133,295 HOURS OF THEIR TIME

214,461 HOURS SPENT ENGAGING WITH OUR GUESTS**

92% OF FOODCYCLE GUESTS SAID THAT COMING TO A FOODCYCLE MEAL MAKES THEM FEEL HAPPIER

*A community meal is a two or three course meal cooked and served by FoodCycle volunteers and eaten by our community of guests and volunteers.

**total contact time through Community Meals, takeaway service or Check-in and Chat calls

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).

Project Support Officer– West Midlands

About the role

Project Support Officer - West Midlands

Reports to: Regional Manager – West Midlands

Hours: Full time, 37.5 hours per week

Pay: £24,360 per annum

Location: Home/Birmingham-based with frequent travel to projects in West Midlands

Contract: Permanent

Position Summary

As Project Support Officer you will support the Area Manager and Regional Manager with volunteer recruitment, training and retention. You will ensure documentation of training (such as DBS, references, Food Safety Level 2, First Aid) is up to date whilst giving our volunteers a fantastic experience. Other areas of work will include guest outreach and giving extra support to our West Midlands projects as and when required to aid development and growth within the region.

Each of our Projects is run by Project Leaders (volunteer position) and supported by Regional Managers through recruitment and training of volunteers. Your role will be to support the Regional Managers so that they can manage more projects, knowing that you have helped with the embedding of volunteers, along with supporting the Regional Managers with expansion plans within their areas.

This support could range from developing relationships with our food suppliers, researching local organisations to support with guest outreach, and recruiting new Project Leaders for the Region. The right person for this role is customer service oriented, enjoys being organised, is a confident communicator, pays attention to detail, and understands that they are a key component in supporting our fantastic Projects.

The role will require attendance at our Community Meals projects, to support with delivery as necessary and launching of brand-new projects in the West Midlands, which could involve evening and weekend working. A full driving license and access to a vehicle for work purposes is essential for this exciting role.

Roles and Responsibilities

Volunteer Recruitment and Induction Support

1. Volunteer Recruitment – posting adverts with relevant organisations and use of social media, ensuring adverts are accurate, relevant, and appealing and working with the communications team and training and recruitment manager to ensure this is the case.
2. Helping with Project Leader inductions, including responding to applications and taking applicants through the training process.
3. Responding and monitoring project inboxes where and when required and responding to enquiries.
4. Ensuring volunteer data is inputted correctly on salesforce and is up to date. Examples include documenting the training and checks of Project Leaders so that they can participate in leadership roles.
5. Ensuring Projects are well supported with volunteers each week and working with the Regional Manager where gaps are identified.
6. Ad-hoc admin tasks that relate to the West Midlands Area.

Food and Guest Outreach Support

7. Guest outreach – researching and making local connections to ensure communities are aware of and have access to FoodCycle Projects.
8. Ensuring Projects are well attended by communicating effectively with existing guests.
9. Building and managing local food surplus relationships where needed.
10. Supporting Regional Managers with sourcing and ordering of food items for Projects.
11. Stepping in as Project Leader at Projects where cover is needed.

Working at FoodCycle

Holidays: 26.5 working days holiday (this includes 3.5 days for the Christmas close-down). Plus additional holiday for length of service, up to a maximum of 30 days.

Pension: Staff are automatically enrolled after three months into our pension scheme unless you choose to opt out.

Flexible working: We encourage flexible working and allow staff to manage their own schedules. Some roles will require occasional evening and weekend working.

Health Care: Medical package allows staff to claim money back on healthcare bills and includes access to telephone counselling and online GP appointments.

Wellbeing Hour: Staff are encouraged to one hour per week (on top of their regular break time) to use for their personal wellbeing. This could involve taking a walk, going to the gym or having a longer lunch break.

Training: We believe in the development of our staff - we are committed to providing relevant training and development opportunities to all staff.

Equipment: Whilst working with FoodCycle you will be provided with a work mobile and laptop.

Equal Opportunities: FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

Team away days and socials: With a workforce based all over the UK we have annual all team in-person, away day, team get-togethers, regional socials, virtual all team check-ins and informal on-line catch-ups – we've even started a virtual book club!

Applying for this role

What to send: A note stating how you meet our person specification and a CV, via our vacancy website.

Shortlisted candidates will need to complete a 30 minute task prior to being invited to interview.

Inclusivity: FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

The role advertised is 'Regulated Activity' and as such is exempt from the Rehabilitation of Offenders Act 1974, and any appointment will be subject to a satisfactory enhanced DBS disclosure check.

Safeguarding statement

Safeguarding is Everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.

Person Specification

	Essential Criteria	Desirable Criteria
Proven Experience of	<ul style="list-style-type: none"> • Has ability to talk to external people confidently about Projects • Is customer service orientated • Has great organisational and admin skills, with an ability to log and file important data accurately 	<ul style="list-style-type: none"> • Has already carried out volunteer recruitment or community development • Basic marketing skills • Commitment to and passionate about FoodCycle's charitable objectives and values • Use of Excel spreadsheets • Some experience of working in an office environment
Skills, knowledge, ability	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Ability to work with CRMs and databases. • Good organizer – ability to manage multiple tasks within multiple Projects 	<ul style="list-style-type: none"> • Knowledge of Salesforce
Personal Attributes	<ul style="list-style-type: none"> • Personable and warm • Good listener and willing to carry out what is asked of them • Willing and able to work the occasional evenings and weekends • Lives in Birmingham and able to travel to projects in West Midlands Area • A full driving license and access to a vehicle for work purposes is essential for this exciting role 	
Values	<ul style="list-style-type: none"> • Honest and trustworthy • Commitment to FoodCycle's charitable objectives and ethics • Passion for food and cooking 	

