



JOB PACK



#WeAreFoodCycle

www.foodcycle.org.uk

FoodCycle is an equal opportunities employer.

ABOUT FOODCYCLE

Week in, week out we nourish the hungry and lonely in our communities with delicious meals and great conversation, using food that would otherwise go to waste. Our Projects are run by thousands of skilled, trained and dedicated volunteers who create tasty meals to be shared by the local community. We believe that everyone has a right to good food and company without probing questions and FoodCycle welcomes people from all backgrounds and walks of life.

WE AIM TO:

- Connect communities
- Support mental health and wellbeing
- Nourish the hungry
- Promote sustainability
- Inspire change

WHY WE'RE NEEDED

People can't afford the basics

Living costs are at a record high and many households are struggling to afford the basics, such as food and heating. The Joseph Rowntree Foundation reports that over seven in ten families are going without essentials. 92% of FoodCycle guests are concerned that the price of food will increase, 82% are concerned about being able to keep their house warm enough and 48% are already behind on some, or all, of their household bills.

Access to healthy, nutritious food is expensive

It is well documented that eating a healthy and nutritious diet has many health benefits yet The Food Foundation reports that the cost of healthy food is three times as expensive as less healthy food. This means that the poorest households would need to spend 43% of their disposable income to meet the Government-recommended healthy diet.

Good food is still going to waste

WRAP reports that the food wasted by UK households in one year (6.4 million tonnes) could be turned in to the equivalent of 15 billion meals – enough to feed the entire UK population three meals a day for 11 weeks.

Community dining fights feelings of loneliness

The Campaign to End Loneliness reports that feeling lonely can quickly lead to a loss of confidence, causing people to withdraw from contact with others and in turn set off a downward spiral. FoodCycle's recent report, Your Place at the Table addresses the benefits of community dining and states that eating together is important in sustaining not just the physical body, but in creating the sense of belonging that underpins a healthy society.

Supporting the UN's Sustainable Development Goals...

The 17 Sustainable Development Goals (SDGs) are an urgent call for action by all countries to help end poverty, improve health and education, reduce inequality, spur economic growth as well as tackling climate change. FoodCycle's work contributes to multiple goals by tackling food poverty, food waste, bringing communities together and supporting health and wellbeing.

2022 IN NUMBERS



**497,552 MEALS*
SERVED**



**62 LOCAL COMMUNITIES
SUPPORTED**

**209 TONNES OF SURPLUS
FOOD SAVED**



**3,123 CHECK-IN AND CHAT
TELEPHONE CONVERSATIONS**

**5,458 VOLUNTEERS DONATED
91,784 HOURS OF THEIR TIME**

**124,780 MINUTES SPENT ENGAGING
WITH OUR GUESTS****

**87% OF FOODCYCLE GUESTS SAID THAT COMING
TO A FOODCYCLE MEAL MAKES THEM FEEL
PART OF THEIR COMMUNITY**

*equivalent meals, based on the assumption of an average meal weighing 420g (FSA 2008)

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

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Project Support Officer – Yorkshire and The Humber

About the role

Position Title: Project Support Officer – Yorkshire and The Humber

Reports to: Regional Manager

Hours: 37.5 hours per week

Pay: £24,360

Location: Home-based, with travel around Yorkshire & The Humber

Contract: Permanent

Position Summary

As Project Support Officer you will support the Northern Area Manager and Regional Manager with volunteer recruitment, documentation of training (such as DBS, references, Food Safety Level 2, First Aid), giving our volunteers a fantastic experience, guest outreach and giving extra support to our Yorkshire & The Humber 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 Manager so that they can manage more projects, knowing that you have helped with the embedding of volunteers, along with supporting the Regional Manager 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 enjoys being organised, has a great personality, 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 in Leeds, Sheffield, Hull and Bradford, to support with delivery as necessary. 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.

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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 Northern 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 (only in Yorkshire & The Humber).

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 Use of Excel spreadsheets Some experience of working in an office environment
Skills, knowledge, ability	<ul style="list-style-type: none"> A full driving license and access to a vehicle for work purposes 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

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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 occasional evenings and weekends 	
Values	<ul style="list-style-type: none"> • Honest and trustworthy • Commitment to FoodCycle's charitable objectives and ethics • Passion for food and cooking 	

Working at FoodCycle

Holidays: 26.5 working days (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: 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.

London Head Office: For those that live within commutable distance of Vauxhall, we have a Head Office where you can choose to work from.

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!

The role advertised is 'Regulated Activity' and as such is not exempt from the Rehabilitation of Offenders Act 1974. Successful candidates will be subject to an enhanced DBS disclosure check

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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.

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.

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