

Foodbank Manager (Redditch)

Job Description

The Redditch Foodbank seeks to alleviate food poverty in the Redditch area. It provides compassionate, practical help through issuing three-day emergency food parcels to those referred to it, together with providing quality time and signposting to further help where needed. It is part of the network of Trussell Trust Foodbanks and operates as prescribed in the Trussell Trust Foodbank manual.

Redditch Foodbank is managed by the “Acts of Kindness” charity. The Charity works closely with local churches that provide core support, together with the local community including businesses, supermarkets and the public, all of whom the Charity depends upon for its essential needs of food donations, finance and volunteering time. It also works in collaboration with other charities and organisations, including a wide range of agencies that refer people to the Foodbank via a voucher system.

It is not affiliated to any political party and is solely funded through donations and grants.

Overview of Position

The role of the Foodbank Manager is to oversee the operation of Redditch Foodbank, with concern for its strategic direction, operational efficiency and standards in accordance with The Trussell Trust model. This will include, in coordination with the Trustees, guiding the further development of the Foodbank including its resources, financial assets, reputation and partnerships.

The Foodbank Manager is responsible to the Trustees of Acts of Kindness, reporting directly to the Chair of Trustees. In addition the Foodbank manager will report to the trustees to:

- Provide reports to the trustees verbally and in writing at trustees’ meetings.
- Advise the trustees of exceptional events such as complaints, major press contacts, accidents, external evaluations or reputational risk.
- Assist good and open communications between trustees, staff and volunteers.
- Extract data for reporting purposes to the trustees.

Full-Time: 35 hours per week

Job Purpose:

Strategic Development

As directed by the Trustees, shape, implement and review the strategic development plan for the Foodbank.

Operational

- a. to maintain its operational efficiency and standards in accordance with The Trussell Trust model. In partnership with the Trustees: guide the development of the foodbank project, including its material resources, financial assets, reputation, partnerships and volunteer body.
- b. to manage and coordinate the day to day operation of the Foodbank.
- c. to guide the future development of the Foodbank projects.

Main Responsibilities

1. Ensure the ongoing work of the Foodbank by regular liaison with:
 - Current & potential donors of food (such as supermarkets, schools, churches etc)
 - Current & potential Referral Agencies
 - Statutory and voluntary agencies across the area
 - Foodbank projects in other areas
 - The Trussell Trust (regional management meetings & national TT events etc)
2. Oversee the day to day running and management of all foodbank processes in line with Trussell Trust policies and procedures including:
 - The warehouse - including management of stock levels, annual audit & stock take
 - The distribution centre - including acting as volunteer team leader when necessary
 - Being willing to facilitate prayer in response to clients of the Foodbank as appropriate.
 - Timely monitoring and responding to all queries and requests via phone, email etc.
 - Delegation and supervision of duties as appropriate to volunteers
 - Ensuring that all financial /auditing processes are being followed correctly and consistently
 - Ensure the effective implementation of all the Foodbanks local policies and procedures (such as the voucher system, health & safety, safeguarding etc.)
 - Regular liaison with the Foodbank trustees to ensure that they are kept up to date and are aware of any relevant issues
 - Co-ordinate and run courses such as 'Eat Well Spend Less'
 - Undertake risk assessments and ensure all near misses and accidents are recorded.
3. The recruitment, training and managing/supporting of Foodbank volunteers in conjunction with Trussell Trust policies and procedures.
4. Public relations and the development of the Foodbank by:
 - Being the 'public face' of the Foodbank and the main point of contact
 - Establishing and nurturing relationships/engagement with partner agencies
 - Being proactive in using local events and media as appropriate to both promote awareness and the public profile of the Foodbank in a positive way
 - Identifying possible areas of unmet need and working with the Trustees to work out possible solutions
 - Regular liaison with local churches, Redditch Borough Council and partnering agencies occasionally carrying out public speaking.
 - To ensure that the Foodbank phone, email and social media accounts are monitored and updated on a regular basis, and to ensure that all enquiries and other communications are handled efficiently.
 - To ensure that all major donors of finance and food are thanked in a timely way.
 - Prepare and issue newsletters to maintain engagement of supporters and partners
 - In line with the trustees, issue press releases as appropriate, and respond to local press enquiries
5. To ensure the signposting function of the Foodbank operates to a high standard and is regularly reviewed for quality assurance.

6. Undertake the annual Quality Assurance visit from The Trussell Trust.
7. To work within the values and ethos of Acts of Kindness
 - a. Treating everyone with equal respect and dignity
 - b. Working safely
 - c. Following best practice guidelines when dealing with children, young people and vulnerable adults

Finance

To comply with the Foodbank's financial policy.

To assist the Treasurer with setting and monitoring budgets and expenditure.

To ensure the Treasurer is presented with details of payments and receipts and other supporting documents to enable proper accounting.

Secure funding for the project

- To take main responsibility for fundraising.
- To maintain regular communications with referral agencies, responding to queries or issues and ensuring they understand the referral system.
- To complete grant applications with the Treasurer and designated Trustees.

Data Analysis

- Analyse data to produce statistics and trends in order to plan for future projects to support the community needs.

Other

To lead on projects such as office and location moves.

To encourage and participate in prayer for the Foodbank and its customers.

To undertake any other Foodbank duty or projects that may arise, as determined by the Trustees.

Person Specification Key Skills/Knowledge

Essential:

- Car driver and access to own vehicle
- Self-motivated and an ability to work independently with minimum supervision
- Good organisational skills
- Ability to communicate effectively both in formal and informal settings
- Empathy and an ability to work with a diverse range of people in an inclusive and proactive way
- Ability to lead, manage, motivate, train & support volunteers
- Confident user of email, word processing, spreadsheets and internet
- An ability to record/collate information and interpret statistical data

Desirable:

- An awareness and interest in current social/political issues that may affect our client group and the work of the Foodbank
- Experience of managing people and the recruitment/training of volunteers
- Experience of working in the voluntary sector and with public sector agencies

- Local knowledge of statutory/voluntary welfare agencies within Redditch and Worcestershire.
- Fundraising experience
- Health and Safety awareness
- Risk Assessment experience
- Previous project management experience

Personal Attributes

Essential:

- Passionate about tackling poverty, deprivation and injustice and wanting to actively contribute to helping those in need or who are marginalised within our community
- A non-judgmental and positive attitude towards people who are in need
- A flexible approach to working hours (some weekend and evening work will be required)
- To be willing to facilitate prayer for the clients of the Foodbank.