



## **Role: FOODBANK OPERATIONS SUPERVISOR**

**Where:** Combination of foodbank operational sites (Warehouse and two Distribution Centres in Lutterworth & Countesthorpe) plus remote working

**When:** From June/July 2022 - initially a 1 year term including a 3 month probationary period. Extension of role past 1 year is dependant on funding.

**Time commitment:** 15 hours a week currently to be spread over Monday evening, Tuesday, Thursday, Thursday evening and Friday with some flexibility required

**Salary:** £10.45 to £11.50 per hour pro rata dependant on experience

**Main contact:** Foodbank Project Manager

**Overview of the role:** This is a newly created role and involves supervising day to day foodbank operations, recruitment and training of volunteers, ensuring compliance with policies and procedures, and helping to identify and implement improved practices. Reporting to the Project Manager and Board of Trustees, you will contribute to the smooth running of the foodbank, support volunteers, coordinate activities and be the main point of contact for volunteers and all operational queries.

### **You will have...**

- Compassion, warmth, and patience
- The desire to work collaboratively to improve the lives of others
- Excellent organisational skills
- Experience of working in a foodbank or similar voluntary sector project
- A sound understanding of, and experience of engagement with, Churches and Christians of different denominations

### **And be...**

- Passionate about working with an organisation which is committed to ending the need for foodbanks in the UK.
- Honest and reliable in all your dealings.
- Empathetic; actively listening to and engaging with people from all walks of life.
- A strong team player, modelling and encouraging collaboration.
- Able to work independently and use own initiative, whilst using support as needed.
- an excellent communicator with the ability to communicate clearly at all levels
- IT literate with a good knowledge of Microsoft Office
- a meticulous worker who pays close attention to detail

- flexible and adaptable as the project develops
- committed to Trussell Trust values of compassion, justice, community and dignity, with an understanding of and a strong commitment to equal opportunities
- able to work effectively with people from a range of ethnic, cultural and social backgrounds, regardless of gender, age, religion or sexual orientation
- Experienced in a warehouse environment (helpful but not essential)
- Confident to take part in regular light and occasional heavy lifting

## **Key tasks**

- Playing an active role as we establish the new Trussell Trust Pathfinder Programme within our foodbank, including being responsible for capturing and reporting on the progress of the project (including both qualitative and quantitative data), sharing learning with Trussell Trust and other food banks in the network, with support from other Steering members and key volunteers.
- Feeding back to the Project Manager regarding the foodbank's relationship with local referral agencies, charities and statutory bodies
- Organising the recruitment and training of volunteers
- Supporting and promoting the development of new projects
- Being responsible for ensuring and maintaining high standards in all operational areas
- Contributing to the smooth running of the foodbank by actively liaising with:
  - Current and potential food donors (schools, supermarkets, churches etc)
  - Current and potential voucher referral agencies
  - The Trussell Trust Area Manager
  - Foodbank Distribution Centres
  - Other relevant local voluntary and statutory agencies.
- Overseeing the management of stock levels
- Coordinating the annual audit and stock take
- Supporting the foodbank manager to monitor and respond to phone/email enquiries
- Ensure foodbank policies and procedures are being followed
- Supervising foodbank volunteers
- Upholding safeguarding, health and safety and hygiene policies, reporting any concerns to foodbank Project Manager
  - Creating a welcoming, caring and friendly atmosphere for volunteers and people coming to the centres
  - Leading a volunteer debrief at the end of each session
  - Attending meetings as required
  - Reporting regularly to foodbank Project Manager
- Entering all required information from redeemed vouchers and warehouse stock forms onto the online data collection system on a weekly basis

- Securely storing vouchers and signed packing lists together in a locked filing cabinet
- Adhering to all Data Protection Act requirements
- Taking notes at team meetings and circulating information as required
- Organising the collation and distribution of information such as flyers, posters etc for schools/businesses etc, as required
- Following all policies and procedures including safeguarding policy and confidentiality agreement
- Report any health & safety or safeguarding concerns to the project manager

*In addition to the above, there may be other tasks involved to support the project and its clients, as requested by the Project Manager.*

### **Benefits to you**

- Use your existing skills to make a difference
- Learn new skills
- Meet new people who share your passion to eradicate poverty in the community
- Make a real difference to the running of your food bank

### **Impact of your role**

- Help to drive efficiencies in delivering foodbank services to those in need.
- Contribute to developing the reach and scope of the foodbank's initiatives, working towards a future where foodbanks are unnecessary
- Provide a positive volunteer and client experience of the foodbank.

### **Support**

Training and support will be provided.

Your main contact will be the Project Manager

### **How to apply**

For more information please contact Lucy Freeman, Project Manager at [manager@lutterworthvillages.foodbank.org.uk](mailto:manager@lutterworthvillages.foodbank.org.uk) or fill in our application form.