



Foodbank Management Assistant Job Description

Responsible to: Foodbank Co-ordinator, Trustees

Duties: To work flexibly alongside the foodbank co-ordinator.

Specific responsibility for

- volunteer training & management
- maintaining and expanding our awareness of local and national agencies and community groups, to enhance signposting for the benefit of clients
- quality assurance, policy reviews

To best undertake this role the successful candidate will need to participate initially in most daily administrative, food collection and processing tasks, gaining an understanding of the protocols and procedures involved.

Salary: National Living Wage (currently £7.83 per hour)

Part-time: 20 hours per week

Fixed term: 1 year initial contract

Additionally, reasonable mileage expenses (excepting those incurred during normal commuting journeys) will be paid.

Overall responsibility: to assist the co-ordinator in running the varied activities of South Liverpool foodbank efficiently and to a high standard, in accordance with The Trussell Trust franchise model and statutory requirements.

Specific responsibilities: *(training to be given in all areas as required)*

Volunteers

- Train volunteers to undertake responsibilities within foodbank centres and to meet the relevant legal requirements
- Assist with volunteer development e.g. seeking out and organising externally-delivered training events
- Maintenance of foodbank centre volunteer records
- Joint responsibility for organizing food collection events at supermarkets
- Develop and maintain suitable signposting resources to assist foodbank centre volunteers in pointing clients to other local agencies for further support

- Ensure that the foodbank centres are safe spaces for all clients and volunteers, that safeguarding procedures are understood and implemented, and client confidentiality respected

Quality Assurance : Trussell Trust & external compliance

- Ensure that all foodbank centre processes and procedures are followed as per the Trussell Trust Foodbank Operating Manual
- Assist with reviews of regulatory processes e.g. risk assessments for Health & Safety, Safeguarding etc.
- Undertake client surveys yearly to review the foodbank centre service and identify ways that it could be developed and improved
- Undertake agency surveys yearly to review the foodbank centre service and identify ways that it could be developed and improved
- Assist with annual quality assurance report preparation

Public Relations

- Assist with updating foodbank social media as required
- Joint responsibility for attendance at meetings (donors, Trustees, agencies, other foodbanks) and at public events e.g. local fun days, school assemblies

Administrative & practical duties

- Support the co-ordinator with food donation processing e.g. helping to collect food, liaising with the warehouse and centre volunteers
- Assist with monitoring stock levels at the foodbank centre(s) and liaise with warehouse manager/supervisor to request re-supply of food and other provisions, as required
- Assist when necessary in printing and despatching vouchers
- Online data entry as necessary (infrequent). Ensure all completed red vouchers and packing lists are handled discretely and stored securely, and passed on regularly to the co-ordinator
- Assist when necessary (infrequent) in communicating with referral agencies in response to queries or issues arising from vouchers presented by clients at the foodbank centre

Requirements:

- Full driving licence and own transport essential
- Ability to work alone but also as part of a team
- Ability to handle difficult situations
- Flexibility with hours available is highly desirable; some weekend hours are required

Key Skills:

- Good oral, telephone and written communication skills
- Familiarity with Microsoft Word, Excel and PowerPoint
- Ability to work independently and unsupervised, and to deadlines

- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Experience of foodbank volunteering is desirable but not essential

Personal attributes:

- Passionate about tackling poverty
- Honesty, discretion and integrity

Training

Induction training

H&S, Environmental Health & Manual Handling as appropriate

Child/Vulnerable adult protection

South Liverpool foodbank is a charity founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and hope that new team members will too.