

Newquay Foodbank Operations Manager Job Description

Responsible for:	Central operations management of the Newquay Foodbank
Responsible to:	The Trustees of Newquay Foodbank, Line Manager: Chair of Newquay Foodbank
Fixed Term Post:	3-month initial probationary period, 2-year contract subject to funding for renewal
Part time:	20 hours per week, with an agreed work pattern to allow for responsiveness but ensure a work-life balance
Oversight	This post will be a central point of oversight of the work of lead volunteers in the areas of Fundraising and Communications, Logistics, Volunteer Management and Session Management. They will oversee the work of the Administration Volunteer/s.
Salary:	£12/hour
Annual Leave:	112 hours
Job Purpose:	To manage the day to day operation of the Newquay Foodbank.

Job Context:

Due to the increased demand on the Foodbank, and to support our dedicated team of volunteers, we are looking to take on one part-time paid member of staff who can work to streamline our practices and decision making processes and ease the burden on Volunteers, being a consistent point of contact for all agencies and stakeholders.

The Newquay Foodbank was set up in 2011 to tackle the very real issue of food poverty within our Community. For many people today, the inability to support themselves or their family, with the basics to survive such as bread, milk and other essential foods, is an appalling reality.

The Newquay Foodbank seeks to be the source of light and hope to those who have fallen on hard times, whether it is through the loss of a job, injury or other matter. Newquay Foodbank works with other supporting agencies to locate those who need us, not just in Newquay but in many surrounding areas.

Our aim is to ensure anyone who comes to us gets the right help from the right people, to get themselves back onto their feet. As a member of the Trussell Trust we are committed to working towards a time when Foodbanks are no longer needed.

Specific responsibilities:

We have a wide range of Volunteers who currently hold many roles and this new role creates one central point for day to day decision making to implement the strategy of the Foodbank as agreed by the Governance and Management teams. The Manager's main job will be to lead the activity of the volunteers and to support them where required. This will mean the job will be varied and require flexibility, leadership and teamwork skills. You will need to be able to respond to challenges and opportunities to further the Foodbank strategy and take an overall view of all activity to maximise our effectiveness in furthering our charitable objectives. You must be able to motivate others to engage with the bigger picture of responding to need while ensuring sustainable practices. You will need to identify a work pattern that combines coverage for responding to enquiries but the Foodbank is committed to ensuring a work-life balance for its employee. This will mean putting in place clear processes and procedures that enable the volunteers to carry out their roles without your constant supervision.

1. Liaison between Newquay Foodbank and:

- Foodbank projects in other areas.
- Trussell Trust/Transformation Cornwall networking meetings

2. Reporting to the Trustees

- Report to the charity's trustees bi-annually or at such special meetings as the trustees may call
- Advise the trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation

3. Trussell Trust compliance

- Comply with the terms of the foodbank franchise, including standard operating procedures

4. Administration

- Monitoring and responding to phone and email messages to Foodbank Manager email address.
- Be familiar with the on-line data system, monitoring the key data indicators
- Support data volunteers to ensure regular and accurate data of stock and vouchers
- Extract data for reports to the steering group or trustees

5. Agency Liaison

- Ensure the information in the signposting folders is up to date
- Identify additional, relevant local services
- Liaise with referral agencies, in order to recruit suitable participants
- Through liaison with centre team leaders and the administrator ensure that accurate records are kept of attendance, and that evaluation and feedback forms are fully completed by participants

- Develop the food banks relationship with existing referral agencies
- Actively seek to extend the food bank's network, making new contacts and identifying new opportunities
- Share best practice and key learnings to improve efficiencies; link with operations manager, team leaders and volunteers to identify key learnings
- Monitor use of the Foodbank and work to minimise any potential misuse.
- Follow up on long term service users with Agency and prepare report for the Committee

6. Management

- Convene regular management meetings with team leads to ensure the sharing of information and best practice
- Maintain an understanding of current volunteer roles and feeding in to the recruitment and training process as required
- Ensuring the implementation of all Foodbank policies and procedures by all volunteers.
- Decision making responsibility for the day to day running of the Foodbank, deferring any changes to policy to the Management Committee/Governing Board

7. Other

- Assist at Foodbank sessions in an emergency
- Carry out any other Foodbank volunteer tasks in the event of an emergency
- Lead, support and promote the development of new projects
- Be responsible for monitoring and ensuring consistent high standards in all areas
- Liaising with the council to obtain relevant licenses
- Coordinate Seasonal projects (Christmas Giving)

8. Quality Assurance

- Monitor the views of stakeholders
- Undertake the annual Quality Assurance visit from The Trussell Trust

Other duties may include:

- The list above is not exhaustive, and the successful applicant must be willing to step in and support in any way regarded as falling within the nature of the post and as requested by the Trustees. This is subject to the proviso that any changes of a permanent nature will be incorporated into the job description in specific terms.

Person Specification:

Key Skills/Knowledge, the applicant should fulfil the following criteria:

1) Essential:

- Self-motivated with an ability to work independently with minimum supervision.
- Experience leading a team and the ability to lead, motivate, train & support volunteers.
- Excellent organisational skills.
- Experience thinking at a strategic level and the ability to communicate that to others
- Ability to communicate effectively both in formal and informal settings.
- Possess the ability to show empathy and work with a diverse range of people in an inclusive and proactive way.
- Confident user of email, word processing, excel and the internet.
- An understanding of the process of recording and collating information and in turn analyzing and interpreting statistical data.

2) Desirable:

- Car driver and access to own vehicle.
- An awareness and interest in current social/political issues that may affect our client group and the work of the Foodbank.
- Experience of working in the voluntary sector and with public sector agencies.
- Local knowledge of statutory/voluntary welfare agencies within Cornwall.
- Previous project management experience.

Personal Attributes

1) 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), combined with the discipline to set boundaries to define and stick to a clear working pattern as far as possible.

This appointment will be subject to an enhanced DBS check