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**Foodbank Project Manager**

**Job Description and Person Specification**

**JOB DESCRIPTION**

**Responsible to:** The trustees of Middlesbrough foodbank

**Responsible for:** Central management and coordination of the foodbank project

**Salary**: £23000 - £25000 (+ contributory pension scheme) – dependent on experience

**Full-time** – 37.5 hours a week

**Overall responsibility of the job:** oversee the operation of Middlesbrough foodbank, with concern for its operational efficiency and standards in accordance with The Trussell Trust franchise model. In partnership with the trustees: guide the development of the foodbank project, including its material resources, financial assets, reputation, partnerships and volunteer body.

**Specific responsibilities:**

*Reporting to Trustees*

* Provide a written report in advance to the charity’s trustees quarterly 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

*Trussell Trust compliance*

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

*Communications*

* Maintain a foodbank phone and email account
* Be the first point of contact for enquiries, responding on behalf of the foodbank with assistance from the Office and Warehouse Co-ordinator

*Foodbank centre(s) & Volunteers*

* Visit the foodbank centres on a regular basis
* Liaise with foodbank centres key volunteers to encourage and monitor operational standards
* Manage all foodbank volunteers (ensuring adequate training and support) with assistance from the Volunteer Co-ordinator

*Foodbank Depot*

* Oversee the day to day running of the depot with the Office and Warehouse Co-ordinator, ensuring operational efficiency
* Support the Office and Warehouse Co-ordinator to monitor Health and Safety, ensuring compliance with statutory requirements and good practice

*Food supplies*

* Liaise with the Office and Warehouse Co-ordinator to monitor stocks levels, issuing appeals as necessary
* Organise and run food collections, and the purchase of food stocks when needed

*Data*

* 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 for the trustees

*Agencies*

* Liase with referral agencies to ensure adequate and appropriate referrals are made and resolve any issues that may arise

*Public Relations*

* Ensure good communication with agencies, donors, funders and the general public by updating the website, and overseeing the Office Co-ordinator as they prepare regular newsletters and social media updates.
* Issue press releases as appropriate, and respond to local press enquiries

*Finance*

* Provide the volunteer treasurer with details of payments and receipts, and supporting documents, to enable proper accounting

*Quality Assurance*

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

**PERSON SPECIFICATION**

**Experience:**

* Experience of managing people
* Experience of working or volunteering in an organisation that deploys volunteers
* A sound understanding of, and experience of engagement with churches and Christians of different denominations

# Key Skills:

* Strong team player
* Ability to manage and monitor the development of a project
* Good oral communication
* Confident user of email, document and spreadsheet applications, and internet
* Ability to work independently and unsupervised
* Numerate and comfortable interpreting statistical data
* Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds

**Personal attributes:**

* Honesty and integrity
* Passionate about tackling poverty

**Other Requirements**

• Driver with a current UK licence

• To have a DBS check

• Contract is subject to completion of two satisfactory references

**Training provided**

Induction training

IT training as required

H&S, Environmental Health & Manual Handling as appropriate

Level 3 safeguarding training

Food Hygiene as required