 **Foodbank Assistant**

**Job Description**

**Responsible to:** The Foodbank Project Manager

**Responsible for:** Co-ordinating the operation of the Foodbank Depot

**Salary: £**11 per hour

**Part-time post**: 16 hours/week

**Place of work:** Foodbank Depot or any premises as designated by the Project Manager.

**Line Manager:** Report to Project Manager

**Monday** 9.30am until 1.30pm

**Tuesday** 9.30am until 1.30pm

**Flexibility over remaining work days** to be agreed with the Project Manager

**Overall responsibility of the job: Assisting the project manager in running the operation of Middlesbrough Foodbank with specific tasks detailed below:**

*Office duties*

* Maintain a foodbank phone and email account
* Assist the Project Manager in responding to enquiries on behalf of the foodbank
* Assist the Project Manager in general administrative tasks
* Assist the Project Manager in coordinating the volunteers when required
* Depot key holder

*Communications*

* Assist the Project Manager to maintain social media accounts, with regular posts in consultation with the Project Manager
* Assist the Project Manager in ensuring the foodbank website is kept up to date
* Produce and distribute a regular e-newsletter to maintain engagement of supporters and partners
* Assist the Project Manager in responding to donors including thank you letters, certificates and other communication
* Assist the Project Manager in co-ordinating fundraising activities and in developing new methods of fundraising

*Data*

* Be familiar with the on-line data system, monitoring the key data indicators
* Support volunteers to ensure regular and accurate data of stock and vouchers
* Ensure foodbank data and records are kept up to date

*Agencies*

* Co-ordinate the distribution of vouchers as directed by the Project Manager

*Foodbank Depot*

* Assist with the day to day running of the Foodbank Depot
* Ensure that stock shortages are replenished by ordering from suppliers (Morrisons’ etc.)
* Assist the Foodbank Manager to liaise with foodbank centres and the resupply of food and other provisions to centres as required
* Support the Depot volunteer team, and report concerns to Project Manager
* Assist the Project Manager to monitor health and safety, ensuring compliance with statutory requirements and good practice
* Assist the Project Manager to monitor stocks levels, issuing appeals as necessary
* Assist the Project Manager to meet and greet donors and visitors to the Depot.

*Quality Assurance*

* Assist the Project Manager in preparing for the annual Quality Assurance visit from The Trussell Trust

*Trussell Trust compliance*

* Assist the Project Manager in complying with the terms of the Trussell Trust franchise, including standard operating procedures
* Comply with the confidentiality requirements of GDPR

*Middlesbrough foodbank is a charity founded on Christian principles. It is important that all staff and volunteers respect the Christian ethos of the project.*