



Foodbank Centre Session Coordinator

Job Description and Person Specification

JOB DESCRIPTION

Responsible to: Foodbank & Market Manager

Responsible for: Managing and coordinating Newark Foodbank and Market Sessions at Newark Community Support (NCS).

Salary:

Full-time / part-time: 16 hrs/wk (Operating 4 three hour sessions plus admin on Monday, Tuesday, Thursday and Friday afternoons) at £11.95 per hour.

Temporary / permanent: Initial Contract of 2 years subject to probation

Overall responsibility of the job: Lead a team of volunteers to ensure that all Foodbank and Market sessions operating out of Newark Community Support (NCS) are run efficiently and to a high standard, in accordance with The Trussell Trust franchise model, Market Operations and statutory requirements.

Specific responsibilities:

Reporting to Foodbank & Market Manager

- Provide the Foodbank & Market Manager with verbal weekly reports on activity at the NCS.
- Bring to the attention of the Foodbank & Market Manager any concerns regarding the day-to-day operation of the Foodbank and Market sessions at NCS.

Trussell Trust compliance

- Ensure that all foodbank centre processes and procedures are followed as per The Trussell Trust Foodbank Operating Manual.
- Ensure that all Market processes and procedures are followed as per the Market Operations Manual.

Foodbank centre outlets & Volunteers

- Lead the volunteer teams at NCS for both Foodbank & Market Sessions.
- Organise the volunteer rota and flag up any shortages to the Foodbank & Market Manager
- Train volunteers to undertake responsibilities within NCS and to meet the relevant legal requirements
- Develop and maintain suitable signposting resources to assist NCS volunteers in pointing clients to other local agencies for further support
- Deal appropriately with incidents, unforeseen events, or any other issues
- Ensure that NCS is a safe space for all clients and volunteers, that safeguarding procedures are understood and implemented, and client confidentiality respected
- Facilitate a brief team meeting for volunteers at the beginning and end of every session
- Monitor health and safety at NCS and maintain records of accidents and near misses

Food store & supplies

- Monitor stock levels at NCS and liaise with the warehouse manager/supervisor to request re-supply of food and other provisions as required.

Data

- Ensure all client data and redeemed voucher information is updated within the Trussell Trust data collection system at the end of each session.
- Ensure that any paper copies of client data produced to facilitate administration during sessions is secured or disposed off appropriately.

Agencies

- Communicate with referral agencies in response to queries or issues arising from vouchers presented by clients during Foodbank Sessions at NCS.

Public Relations

- Refer local press enquiries to the Foodbank & Market Manager.

Quality Assurance

- Undertake client surveys twice a year at NCS and identify ways that the service could be developed and improved

PERSON SPECIFICATION

Experience:

- Planning and organising people and tasks
- Leading and working as part of a team
- Handling difficult situations, including conflict and aggression

Key Skills:

- Good oral communication
- Ability to work independently and unsupervised
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Driving Licence

Personal attributes:

- Honesty and integrity
- Passionate about tackling poverty

Training Provided

- Induction training
- H&S, Environmental Health & Manual Handling as appropriate
- Children and adults with care and support needs protection
- Food Hygiene as required.
- Handling Conflict and Aggression as appropriate

Employee Benefits

- Opportunity to make a real difference in the lives of individuals and communities
- Generous 28 days holiday per year + bank holidays (pro rata)

Closing date: Friday 17th March 2023. Interviews Week of 27th March 2023

Newark Foodbank started operations over 8 years ago and although an independent charity operates under the Trussell Trust franchise model. Since then it has expanded the services it provides its clients and a year ago moved its front of house operation to a dedicated location in the centre of the town operating under the name Newark Community Support. Newark Community Support now operates a Foodbank on two afternoons a week and on two different afternoons runs a social supermarket operation called The Market. In addition to the Front of House volunteer teams we also have volunteers supporting warehousing operations, marketing, transport, PR & Fundraising, Web and IT support as well as finance and logistics support. For more information please see our website at <https://newark.foodbank.org.uk>

Application question(s):

- Do you have the right to work in the UK?
- The role is principally based in Newark town centre but you will be required to liaise with and visit our warehouse operations in Balderton.
- Do you have any other commitments which would limit your availability to work 16 hrs per week (4 afternoon shifts on Monday, Tuesday, Thursday and Friday)
- Are you comfortable working in a Christian faith organisation?
- We are ideally looking for someone with previous experience working in a community setting, specifically co-ordinating volunteers. Tell us about your experience in these areas.

Work Location: Newark Town Centre - Newark Community Support.

Please send your application to info@newark.foodbank.org.uk