

Newark Community Support

Session Supervisor

Job Description and Person Specification

JOB DESCRIPTION

Responsible to: Newark Foodbank Trustees.

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

Salary:

Full-time / part-time: Between 16-20 hrs/wk (Operating 4 three hour sessions plus admin on Monday, Tuesday, Thursday and Friday afternoons) at £15 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 franchise model, Market Operations and statutory requirements.

Specific responsibilities:

Reporting to Trustees

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

Trussell compliance

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

Newark Community Support

- Lead the volunteer teams at NCS for both Foodbank & Market Sessions.
- Organise the volunteer rota.
- 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 supervisor and purchasing coordinator to request re-supply of food and other provisions as required.
- Update the logistics coordinator after each food bank session with the number of food parcels that need to be delivered to maintain stocks at NCS.

Data

- Ensure all client data and redeemed voucher information is updated within the Trussell 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 Trustees.

Quality Assurance

- 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.
- IT skills including ability to operate Microsoft Excel, Word and basic knowledge of databases.

Personal attributes:

- Honesty and integrity.
- Passionate about tackling poverty.

Training Provided

- Induction training.
- H&S, Environmental Health & Manual Handling as appropriate.
- Safeguarding.
- Food Hygiene as required.
- Handling Conflict and Aggression as appropriate.
- GDPR Compliance.

- IT - Database Operations and Data Collection System processes.
- Any other training that may be identified as required by the Trustees.

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 29th August 2025. Interviews Week of 8th September 2025

Newark Foodbank started operations over 12 years ago and although an independent charity operates under the Trussell franchise model. Since then it has expanded the services it provides its clients and 4 years 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 may be required to visit our warehouse operations in Balderton.
- Do you have any other commitments which would limit your availability to work 16-20 hrs per week (4 afternoon shifts on Monday, Tuesday, Thursday and Friday plus admin)
- 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 register your interest by emailing: info@newark.foodbank.org.uk