

**Role:** Foodbank Deputy Manager

**Employer :** Gateshead Foodbank (“foodbank”)



**Where:** Swan Street Gateshead NE81BG

**When:** ASAP

**Time commitment:** 37 hours per week (including out of hours and weekend working as needed)

**Duration:** This post is initially funded for 24 months and any extension will be subject to funding and need. The first 3 months of employment will be on probation

### **Overview of the role:**

- to assist the Project Manager in the smooth running of the Gateshead Foodbank including good communication with the volunteers, warehouse, distribution centres and stakeholders.
- recruit, train and support volunteers, alongside the Project Manager
- to respond to enquiries and liaise with referral agencies and other partners

### **Responsibilities:**

- Oversee the day to day running of the foodbank distribution centres, managing stock and supporting volunteers as required.
- Liaise with Foodbank users and Referral Agencies, working with the Project Manager to identify and resolve any issues.
- As directed by the Project Manager, liaise with other organisations ensuring up to date information is distributed.
- Support Project Manager with the delivery of school assemblies, presentations etc.
- Keep appropriate records, statistics and up to date information, producing reports and publicity as necessary.
- Perform administrative duties (including word processing/basic excel spreadsheets) as required and working with Assemble system.
- Support Project Manager in organising monthly Referrers meetings.
- Ensure compliance with Health & Safety and legal requirements including Safeguarding for the Project, report to the Project Manager any concerns relating to the Project.
- Support the Project Manager in working towards the objectives in the strategy.

- Assist with promotion and/or planning of events using social media, newsletter and general communication.
- Organise and supervise supermarket collections alongside volunteers and coordinate with warehouse teams to ensure sufficient stock is held and maintained to meet the needs of foodbank centres.
- Maintain data privacy in accordance with GDPR.

### **Responsible to.**

You will be responsible to the Trustees with a named person as your supervisor. You will receive ongoing training and support throughout the role.

### **Working Location**

- The main office for the Gateshead Foodbank is based at Citizens Advice Gateshead, Swan Street, Gateshead. Some travel will be necessary to visit distribution centres and warehouse across Gateshead and further afield for conferences or to visit other foodbanks. Applicants should have a UK driving licence and access to a car (mileage rates will be paid in accordance with HMRC AMAP rates).

### **Holidays**

- 23 days plus bank holidays. Some holiday days will be mandatory to be taken during closures of your place of work.

### **Salary**

- The salary offered is £25,878 per annum.
- There is a workplace pension in operation with an employer contribution of 5%.

### **Person Profile**

#### **General**

- Passionate about seeing an end to the need for foodbanks in the Gateshead community and wider
- Committed to proactively sharing best practice and learning from other foodbanks, helping to ensure that foodbanks' services are as effective as possible and deliver impact – helping to lift people out of poverty and ultimately reduce the need for foodbanks
- Value all people who come into contact with or volunteer at Gateshead Foodbank ensuring they receive a dignified experience when visiting the foodbank.
- Desire to play a role in the strategic development of foodbanks.

### **Experience and Qualifications**

- Desire to work alongside volunteers in a client supporting environment
- Experience of meeting and setting deadlines
- Desire to build partnerships to deliver a service
- Desire to work with statutory, corporate and voluntary organisations
- Understanding of safeguarding (essential)
- A full driving licence and use of own car (essential)
- Literacy and numeracy qualification (level 3) or equivalent (essential)
- Experience of IT and databases (essential)

## **About you**

- Strong team player
- Excellent organisation skills
- Self-motivated and able to carry out responsibilities with minimum supervision
- Strong communicator
- Confident recording, handling and analysing data
- Confident IT user
- Agree and support the Christian ethos of Gateshead Foodbank

## **Key Skills**

- An ability to think strategically about the development of the Gateshead Foodbank and crisis food provision
- An ability to implement new projects and initiatives
- Excellent communication skills - both written and oral, in person, via telephone and email
- Good understanding of social media and skills at using it
- Excellent computer skills including regular use of Windows, email, Internet, word processing, spreadsheet, and presentation software (e.g. Microsoft Office).
- The ability to build good relationships and the understanding to engage with volunteers and people at risk
- The ability to mediate and defuse conflicts between people and deal with challenging situations
- The ability to cope flexibly with multiple and varied tasks and demands
- Some knowledge of the benefits system and support agencies both voluntary and statutory would be useful.