**Role**: Foodbank Project Manager

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

**Where:** Gateshead

**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:** This role involves overseeing and ensuring the effective functioning of each element of Gateshead Foodbank project including; distribution centres, warehouse, donations, fundraising, communications and signposting. A key part is the management of a team of volunteers to support each function.

**Key tasks**

* Manage and run Gateshead Foodbank in conjunction with the trustees to enable the foodbank to fulfil its objectives.
* Ensure that all processes and procedures in the Trussell Trust foodbank operating manual are being followed
* Ensure that Gateshead Foodbank meets health and safety/environmental health standards in all its locations
* Support excellent communications between the distribution centres and warehouse
* Organise and facilitate volunteer training
* Lead monthly meetings for new referrers
* Review and develop relationships with local referral agencies and statutory bodies
* Use data to liaise with financial support advisers on a regular basis to enable foodbank users to access further support
* Attend Regional Trussell Trust meetings and meetings with partner organisations as necessary
* Lead and support the development of new projects and work with other organisations on existing projects
* Maintain data privacy in accordance with GDPR

**Other responsibilities, along with a team of volunteers, include:**

* Ensure that local data is entered onto the online data collection system
* Organise and run food collections (with supermarket co-ordinator)
* Be familiar with day-to-day running of warehouse (with warehouse manager)
* Liaise with warehouse regarding stock control at foodbank centre(s)
* Manage all foodbank volunteers (ensuring adequate training & support) and oversee volunteer timetable to ensure best use of volunteers
* Liaise with foodbank users, referral agencies, funders, and donors to grow the project, raise awareness and funds, and resolve any issues that may arise
* Produce monthly project reports for the trustees, or as required by funding bodies
* Develop ways to encourage participation of foodbank users to address the underlying issues of poverty and work alongside other partners
* Any other duties that may be required to help the Gateshead Foodbank meet its objectives.

**Impact of the role**

* Providing a vital support function in your local community
* Helping to ensure a dignified experience to anyone visiting a Gateshead Foodbank
* Signposting people for further support which can help lift them from poverty

**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.

**Role Description:**

The role will act as the central point of contact for the foodbank network across Gateshead. This will include foodbank centre support, training and oversight, ensuring they are meeting legislative standards and operating in accordance with agreed procedures. The post holder will be responsible for ensuring referrals are handled efficiently, volunteers are properly recruited and trained and all reporting is completed. They will play a role in communications and networking with other agencies and companies to develop partnerships which support the foodbank and its users.

**Agencies**

* Communicate with referral agencies in response to queries or issues arising from vouchers or e-vouchers.
* Encourage partnership working and a presence in foodbank centres of advisers and support workers from relevant agencies.
* Ensure that relevant agreements and risk assessments are in place when volunteers come through other organisations.

**Data**

* Ensure that all foodbank and volunteer paperwork is stored securely and entered onto the data collection systems in a timely way.
* Be familiar with the on-line data system, monitoring the key data indicators (particularly regarding stock levels and foodbank usage)
* Maintain data privacy in accordance with GDPR

**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 £25,000 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 the people who come into contact with or volunteer with 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

* Experience of supporting volunteers in a client supporting environment (desirable)
* Experience of meeting and setting deadlines (desirable)
* Experience of building partnerships to deliver a service (desirable)
* Experience of working with statutory, corporate and voluntary organisations (desirable)
* Experience of recruiting and training volunteers (desirable)
* Understanding of safeguarding (essential)
* A full driving licence and use of own car (essential)
* Degree qualification or equivalent qualifications/skills and experience (essential)
* Experience of IT and databases (essential)

**About you**

* Strong team player
* Excellent organisation skills
* Established project management 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 see the big picture and think strategically about the development of the Gateshead Foodbank and crisis food provision
* An ability to implement or develop new projects and initiatives, specifically those that aim to address the underlying causes of poverty.
* 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).
* Excellent relationship builder with strong interpersonal skills 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.
* Knowledge of the local support services available is desirable