

Stratford upon Avon Foodbank

ROLE OF: Project Support Officer

Hours 22.5 per week

Remuneration – day rate of £100

Please note that the successful candidate will be responsible for their own National Insurance and Income Tax payments

Introduction

This role involves supporting the Foodbank Manager with tasks such as the co-ordination and administration of foodbank sessions and supporting volunteers to ensure the smooth and safe delivery of food to those clients who are referred to the food bank.

Responsibilities

- Supporting the Foodbank Manager in the operational management of volunteers delivering distributions sessions, warehouse sessions and supermarket collections
- Working with the Foodbank Manager and the Signposting Team Leader, identify areas of development and engagement
- Working with Volunteer Operational leads on service delivery, e.g Rota Coordinator, Front Line Team Leader Coordinator and Warehouse Manager
- Administering the TT database and e-referral system including setting up new referral agencies on the system
- Answering emails and phone calls from volunteers, the public and referral agencies, including managing multiple email accounts and ensuring timely responses
- Acting as champion for communication through Social Media – e.g. Facebook and Twitter
- Working with referral agencies that can provide further support to people who are being supported by the food bank

Tasks

- Support the Foodbank Manager in developing signposting resources
- Support the Foodbank Manager with volunteer training and distribution of volunteer resources/information and updates
- Entering data regularly on to the online data collection system
- Providing reports and data on a regular and ad-hoc basis
- Supporting the Foodbank Manager with general administration including updating the food bank website and social media accounts
- With support from Trustees, overseeing the food bank service for short periods in the absence of the Foodbank Manager
- Another other reasonable duties as specified by the Foodbank Manager or Board of Trustees

Key requirement

- To adhere to all Stratford Upon Avon Foodbank policies and procedures, including safeguarding, health and safety, confidentiality and ensuring that these are met by volunteers, and to report and concerns in the first instance to the Foodbank Manager

Person Specification

- Some experience of volunteering either as a volunteer themselves or in volunteer management
- Is able to work independently and manage workload with initiative and resilience
- Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos
- Is familiar with using Microsoft and Dropbox applications, and collaborative online document management
- Is familiar with Social Media platforms such as Facebook and Twitter as a way of effective communication
- Is familiar with Health and Safety, Manual Handling and GDPR requirements
- Has effective verbal and written communication skills. Is diplomatic and has the interpersonal skills needed to work in the role
- Has the ability to manage multiple demands and establish clear priorities to meet agreed objectives
- Is able to work through challenges in a positive and effective manner
- Has a clear understanding of the need to maintain confidentiality across the service
- Hold a clean driving licence
- Is willing to be flexible to occasionally work out of normal hours