

Stratford upon Avon Foodbank Operations Manager JOB DESCRIPTION

Job Title:	Operations Manager
Direct Responsible to:	Trustee Board
Direct Liaison with:	Administration, Frontline & Warehouse Trustee Leads and Volunteer Lead Coordinators
Time Commitment	This is a paid part-time role, possibly 3 days/week
Salary	£ 20,000 pa

Job Context

Stratford upon Avon Foodbank is an independent charity helping people in crisis in Stratford Town and the surrounding areas. We do this by providing emergency food parcels, essential toiletries, and household goods to clients referred to us by partner agencies. We provide 'signposting' information to help clients improve their situation. The Foodbank is part of the Trussell Trust's network of 400+ foodbanks, and benefits from operational guidance provided by the Trust. We provide an average 350 food parcels a month. Our Foodbank is situated at the multi-agency Fred Winter Centre in the town centre.

Overall responsibility of the job: to provide management oversight, support and guidance to the volunteer key lead Coordinators in the Operations Team, in the positions of Administration, Frontline and Warehouse, and to work in close partnership with Lead Trustees. Whilst it is useful to be able to provide 'hands on' support, this is predominantly a management position, where you will need to motivate and organise the work of your volunteers. You will be required to set objectives and monitor performance against these goals for your volunteer team members.

This is a **paid, part-time** home based role, although attendance at meetings may be required as well as some travel to the Fred Winter Centre and other locations may be required.

Areas of Responsibility

- To manage the overall **operations** of our foodbank through the activities of lead coordinators and working in close partnership with Lead Trustees
- To ensure that our operations are run efficiently and to a high standard and in accordance with our mission statement and values
- To ensure that our Admin and support functions fully supports the needs of our operations
- To ensure our foodbank complies with and adheres to the Trussell Trust franchise model and statutory requirements.
- To provide guidance and leadership to the Lead Operations Coordinators and their teams. Whilst it is envisaged that these Lead Coordinators will be given decision making responsibilities, it remains key that oversight of performance and delivery is maintained.
- To set objectives for your team members and to monitor their performance against them.
- Ensure that the database records are maintained.
- Provide reports to the Board detailing achievements against objectives and highlighting issues or opportunities that may need addressing.
- Will need to ensure that all materials, resources, reputation and partnerships are maintained.
- There may be some budget responsibility, as required.
- Liaise with other areas of the Foodbank as appropriate

- Any other tasks
- You will be given set objectives by your Trustee Line manager and be required to attend regular liaison meetings with Lead Trustees
- You will receive an annual appraisal

PERSON SPECIFICATION

Skills and Abilities

- Would suit new or existing foodbank volunteers
- A team player with a collaborative approach and excellent interpersonal and management skills
- Ability to work flexibly
- Ability to prioritise activities and multi-task
- Excellent computer skills. Comfortable with word, excel, Gmail, power point, etc
- Access to own computer, printer, phone – all expenses covered by the foodbank
- Meticulous eye for detail
- An empathy for the work of the FB
- A time commitment of 3 days per week although this may vary and is flexible (although attendance at set meetings may be required)

IMPORTANT NOTES

This job description reflects the hopes and intentions of the organisation and is not intended to be contractually binding on either party, or to form a contract of employment