

Role:	<b>Foodbank Session Lead - job share</b>
Responsible to:	Assistant Foodbank Manager
Responsible for:	Running our food distribution sessions smoothly
Salary:	£13 an hour
Hours:	Part-time hours – job share preferred: 20 hours split across 4 days as follows: Monday: 12.00-15.30 Tuesday: 08.00-11.30 & 15.00-19.00 Thursday: 15.00-19.00 Friday: 09.00-13.00
Location:	Various location points around Stratford and its surrounding districts
Contract term:	Fixed term contract – 6 months
Expected start date:	Mid July

### About us:

Stratford-upon-Avon Foodbank is a local independent charity founded in 2013. We are part of the Trussell Trust community of foodbanks. Trussell Trust is an anti-poverty charity who support a network of foodbanks who provide practical support to people who can't afford the essentials, and campaigning for a future where none of us need to use emergency food to get by.

### Our Mission:

In partnership with agencies and organisations we work together to relieve hunger and poverty in the local area by providing compassionate, practical help with dignity and respect, whilst challenging injustice.

### Overall responsibility of the job:

Foodbanks provide essential community services to people in crisis. To enable the sessions to run smoothly we require session leads to take charge on the day of the session and coordinate all volunteer activity and client interaction.

Following guidance from the manager, you will lead sessions ensuring that volunteers understand their roles, and that clients get the support they need both by receipt of a Foodbank parcel and the signposting on to further support as required.

You will act as the main point of contact for the duration of the session, engendering a welcoming and non-judgemental environment for both volunteers and clients alike and treating all with the dignity and respect they deserve.

### Specific responsibilities

- Oversee foodbank referrals to the session by printing out potential attendees via the Data Collection System (DCS).
- Make sure you have enough volunteers to cover the session and populate gaps as required.
- Plan and communicate attendance of spotlight agencies at sessions.
- Organise the parcels to be packed into the van with the driver.

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- Weigh stock as the parcels leave the warehouse.
- Ensure that adequate fresh stock is available for the sessions.
- Support with loading the van and take the parcels to the foodbank distribution point.
- Be responsible for laptop/phone.
- Set up distribution session space creating a welcoming, caring and friendly atmosphere for volunteers and clients alike.
- Brief, oversee and delegate tasks to volunteers to ensure the smooth running of the Foodbank session.
- Supervise and motivate a team of volunteers.
- Manage the signposting advice and support to clients at the session, including overseeing volunteers signposting responsibilities.
- Liaising with and working in partnership with the spotlight agencies at the foodbank sessions.
- Greet clients and explain the Foodbank process.
- Completing administrative tasks related to the Foodbank sessions which includes updating the DCS.
- Working in partnership with the Foodbank Project Manager to develop the distribution sessions overall management.
- Regularly report to the Manager on progress of the session.
- Advise the Manager of exceptional events, such as complaints, major press contacts, pest control, accidents, external evaluations or risk to reputation.

#### **General**

- Comply with the terms of the Trussell Trust Foodbank franchise, including standard operating procedures.
- In conjunction with the Project Manager monitor Health and Safety, ensuring compliance with statutory requirements and good practice.
- Ensure all Foodbank policies, procedures and risk assessments are followed, including agreeing to and attending any training required to undertake your role
- Support the induction of new volunteers as required.
- Any other duties which may reasonably be regarded as within the nature of the post, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

## Person specification

The successful postholder will need to demonstrate:

Criteria	Essential	Desirable
Job knowledge	<ul style="list-style-type: none"> <li>Knowledge and understanding of the principles of Safeguarding in relation to working with vulnerable adults, children/young people and volunteers</li> <li>Working with and managing volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of and a commitment to adhere to and promote the values and ethos of the organisation</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Project coordination and logistics management</li> <li>Good computer skills including regular use of email, internet, word processing and spreadsheets to undertake administrative tasks</li> </ul>	<ul style="list-style-type: none"> <li>Working or volunteering in an anti-poverty setting</li> </ul>
Skills	<ul style="list-style-type: none"> <li>Empathy and an understanding of the challenges of supporting individuals in crisis</li> <li>Empathy and ability to work with people from a wide range of backgrounds including disadvantaged, marginalised, or socially excluded backgrounds</li> <li>Experience of working on own initiative as well as part of a team</li> <li>Good communication and interpersonal skills</li> <li>Maintaining confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Creativity and flexibility to meet the demands of a developing service</li> </ul>
Other attributes	<ul style="list-style-type: none"> <li>Ability to work independently, creatively and unsupervised</li> <li>Time management – organised</li> <li>An eye for accuracy and detail</li> </ul>	<ul style="list-style-type: none"> <li>Clean driving licence and willing to drive the foodbank van when require</li> </ul>

PLEASE NOTE: This role requires heavy lifting

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