

Foodbank Manager

Job Description & Person Specification

About our Foodbank

Stratford-upon-Avon Foodbank is a local independent charity founded in 2013; we are part of the Trussell network of foodbanks. Trussell is an anti-poverty charity who support a network of foodbanks who provide practical support and emergency food to people locked in poverty, and campaign for change to end the need for foodbanks in the UK. Our foodbank has a small team of staff and a large volunteer cohort of over 150 volunteers, who are the heart of the charity and help deliver our services to the local community. Our mission is to provide emergency food and support in Stratford-upon-Avon and the surrounding areas for people in need, and to work with partners to connect people to advice to prevent and relieve poverty.

Our Vision

To end food poverty in Stratford-upon-Avon and surrounding area.

Our Mission

In Stratford-upon-Avon and surrounding areas, to provide emergency food and work with partners to prevent and relieve poverty, bringing communities together and provide compassionate, practical help with dignity.

Our Values

We work with our clients and volunteers in a way that is compassionate and demonstrates trust and respect. We work fairly and responsibly to provide support to those in need, especially those in our community who are in crisis.








Current Strategic Aims

- STRATEGY #1:** Effective provision of emergency food parcels and support for people in crisis/need.
- STRATEGY #2:** Work with partners to understand and help alleviate the root causes of poverty locally.

Our Service

Our Foodbank operates on the Trussell referral model where individuals experiencing food poverty must receive a food voucher from a trusted referral partner before accessing emergency food from a food bank. We operate in partnership with local support agencies, including housing associations, medical centres, social prescribers, mental health teams, schools, and churches. All our referral agencies issue voucher codes by phone or email and a delivery can be arranged in certain circumstances.

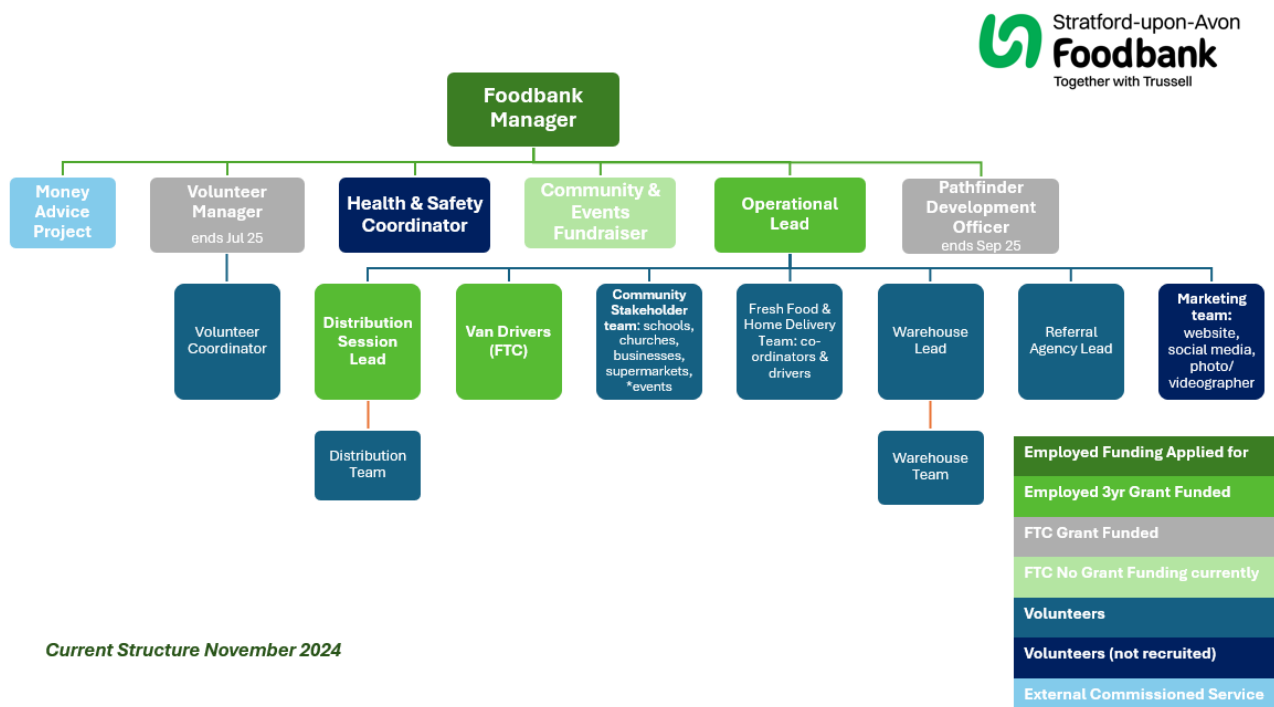
Key Role Details

	Role:	Stratford-upon-Avon Foodbank Manager
	Hours:	Full time - 37.5 hours per week
	Salary:	£40,000 - £45,000
	Contract Term:	Permanent
	Holidays:	28 days plus bank holidays
	Pension:	3% employers' contribution
	Location:	This is a hybrid role currently based at the Fred Winter Centre, Stratford-upon-Avon with some flexible/home working

Summary of the Role

This is an exciting opportunity for a motivated, compassionate individual with a passion for social justice to make a real difference in our local community. Reporting to the Trustee Board, this role will be responsible for the overall strategic direction, management and financial sustainability of Stratford-upon-Avon Foodbank. Leading our staff and volunteer team, to help us to realise our ambition to ensure everyone has enough money for the essentials, and to end the need for emergency food and foodbanks for good.

Organisational Structure



Key Responsibilities

The Foodbank Manager will have responsibility for:

Strategic direction and risk management

- Work with the trustees to develop, implement, monitor, and review the Foodbank's strategic plan, ensuring sustainability for the Foodbank.
- Identify and assess community needs, opportunities and strategic risks, taking responsibility for initiating and leading changes that arise.
- Develop and implement an operational plan that underpins the strategic plan.
- Ensure that the trustees are provided with the necessary information to enable them to understand, monitor and mitigate the key risks to the Foodbank.

Governance and Board engagement

- Work closely with the trustees, providing regular updates, reports and recommendations on key organisational matters.
- Act as a liaison between the trustees, staff and volunteers, facilitating communication and fostering a collaborative working relationship.
- Work with the board to ensure that policies, procedures and risk assessments are written, reviewed and updated.

Operational management

- Take executive responsibility for all Foodbank operations, ensuring the effective management of facilities, delivery of services and adherence to organisational policies and procedures.
- Develop and maintain robust systems for data collection, analysis and reporting to be able to measure the impact and effectiveness of the Foodbank.
- Initiate and manage appropriate projects that will enhance and develop the service provided to the Foodbank's clients, including the commissioning of services.
- Provide leadership and support to community events occurring outside normal working hours.

Financial oversight and fundraising

- Work with the treasurer to propose a long term budget, providing them with sufficient detail to be confident that the Foodbank has continuing financial security.
- Monitor financial performance, including grant monitoring, ensuring that the Foodbank is being managed within the agreed budget and, in collaboration with the Treasurer, provide regular reports to trustees and grant providers
- Develop relationships with donors, corporate partners and community stakeholders to maximise financial support and engagement.
- Ensure that the Foodbank has an effective Fundraising Strategy in place and oversee its implementation.

Staff & Volunteers

- Lead and performance manage the Foodbank staff team, inspiring them to deliver excellent services.
- Ensure the recruitment, retention and motivation of volunteers across a whole range of Foodbank activities.
- Foster a positive and inclusive working environment, promoting collaboration and teamwork among staff, volunteers and partners.
- Lead the organisation's Safeguarding policy, ensuring the safety and wellbeing of staff, volunteers, clients and all other visitors.

Partnerships and other external relations

- Maintain a positive relationship with Trussell and represent our organisation and Trussell in external forums, building strong relationships with community stakeholders, including schools, churches, local businesses and local authorities.
- Cultivate relationships with donors, corporate partners and community stakeholders to maximise financial support and engagement.
- Collaborate with partner agencies and community organisations to build referral pathways out of poverty for clients, commission a money advice service and broaden the reach and effectiveness of the foodbank.
- Advocate for policy changes and systemic solutions to address food poverty and related issues, raising awareness of the work of Trussell and the organisation's impact and needs.
- Ensure that the Foodbank develops an effective Marketing Strategy and oversee its implementation.

Person Specification

You will have the following key skills & experience:	Essential	Desirable
Proven experience in a senior management role within a not for profit sector organisation.	√	
Strong strategic thinking and problem solving skills, able to implement organisational strategies and drive positive change.	√	
Experience of line managing staff including setting objectives, monitoring performance, providing feedback, managing workloads and supporting team development.	√	
Experience of managing an organisation with a volunteer team, including recruiting, supporting, training and evaluating volunteers.	√	
Strong interpersonal and communication skills, able to build and manage relationships with a diverse set of stakeholders.	√	
Confident at presenting, public speaking and advocating for the organisation and it's vision and mission.	√	

You will have the following key skills & experience:	Essential	Desirable
Financial acumen and experience of budgeting and financial reporting.	√	
Resilience, adaptability and the ability to handle challenging situations in a fast paced and varied environment.	√	
Demonstrable experience with fundraising, including grant writing, relationship management and grant monitoring.	√	
Experience of social media marketing across a variety of platforms, managing MailChimp campaigns, press releases and website content management.	√	
Expert user of wide range of IT applications including Microsoft Office and Canva with the ability to learn new systems quickly	√	
Experience of commissioning and managing commission services.		√
Understanding of charity governance principles and regulations, experience of working with/reporting to a Trustee Board.		√
Ability to work flexibly when required to include weekend and evening community support events.	√	
Knowledge of foodbank operations.		√
A passionate and committed advocate with experience of tackling poverty and improving the lives of vulnerable individuals and families.	√	

Please send your completed application form found [here](#) and send a covering letter that includes:

- Details of why you have applied for the role.
- Details on the qualities you possess which mean you would be an ideal candidate for the role, please refer to the above person specification in our job description.

to Chair@stratforduponavon.foodbank.org.uk

Closing date for applications: 04 July 2025.

Shortlisting will take place on: 07 July 2025.

First interviews will take place on: 10-11 July 2025 including an in-tray exercise.

Second interviews will take place on: 22 July 2025 including a presentation.

Contact details for informal discussion about the role:

For an informal discussion regarding the role please email current Foodbank Manager, Kate Morris on projects@stratforduponavon.foodbank.org.uk to arrange a call (please note due to annual leave, Kate is only available up to 27 June) or alternative Chair of Trustees, Davina Logan on chair@stratforduponavon.foodbank.org.uk (please note due to annual leave, Davina is not available 14-16 June or 02-06 July).

Additional information:

Website:	https://stratforduponavon.foodbank.org.uk/
Facebook:	https://www.facebook.com/StratforduponavonFoodbank
Instagram:	https://www.instagram.com/stratforduponavonfoodbank/
Twitter:	https://x.com/SOAFoodbank
Trussell website:	https://www.trussell.org.uk/

Other requirements

- Full Driving License
- Car owner