



Foodbank Programme Coordinator Job Description and Person Specification

Job headlines

Responsible to:

The trustees of Can Do 4:13 and Aston & Nechells foodbank committee

Responsible for:

Central management and coordination of the foodbank project

Based at:

St Matthew's church office, Nechells

Salary: £12.47 per hour

Hours:

20 hours a week (flexible start and end working time (core hours to be agreed))

Fixed: 2 years subject to funding

Holidays:

14 days' holiday per annum plus bank holidays

Training:

Training will be offered where appropriate and relevant

About Aston & Nechells Foodbank

Aston & Nechells Foodbank (ANFB) is a 100% volunteer led project operating under the charity Can Do 4:13. Aston, Nechells and Ward End is amongst the most deprived 1% of constituencies in England. Demand for ANFB's services – run mainly by volunteers from local churches - has been increasing since it opened in 2011. By appointing a foodbank programme coordinator, we will ensure ANFB's existing provision for those in crisis more sustainable especially during the COVID pandemic and in delivering our core business will develop a volunteer mentoring programme to support the recruitment and retention of volunteers, whilst enabling them to gain confidence and employment-relevant skills.

The Role

As the Programme Coordinator, you will have overall responsibility for all volunteers and co-ordinate the activities of Aston & Nechells Foodbank. You will be the primary point of contact for all external agencies including funders.

You will also have specific responsibility for

- operational efficiency and standards in accordance with The Trussell Trust franchise model.
- building and maintaining a strong network of contacts with voucher providers, key influencers, headteachers and supermarkets / local shop managers
- guiding the development of the foodbank project, including its material resources, financial assets, reputation, partnerships and volunteer body.

In partnership with the management committee and trustees you will:

Governance and Management

- Report to the charity's trustees bi-annually or at such special meetings as the trustees may call
- Liaise with lead thematic trustees where appropriate
- Advise the trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation
- Work with the management committee to ensure all operational activities are delivered within approved protocols and operational procedures
- Work with distribution centre leads in ensuring volunteer levels, safety and administration of food parcels
- Comply with the terms of the foodbank franchise, including standard operating procedures

Strategic development

- Call meetings of the management committee eight/ten times a year, providing a report in advance and agenda
- Explore and develop new opportunities for and within the foodbank to support beneficiaries

Public Relations & Communications

- Prepare and issue newsletters to maintain engagement of supporters and partners alongside and with members of the foodbank and / or trustees
- Issue press releases as appropriate, and respond to local press enquiries
- Maintain a foodbank phone and email account
- Be the first point of contact for enquiries, responding on behalf of the foodbank with assistance from the volunteer administrators

Foodbank centres & Volunteers

- Visit the foodbank centres on a regular basis
- Liaise with foodbank centre section leaders to monitor operational standards
- Develop volunteer mentoring programme to support volunteers build their confidence and job-related skills

Food store

- Visit the warehouse on a regular basis
- Liaise with the volunteer warehouse manager to monitor operational efficiency
- Support the volunteer warehouse manager to monitor Health and Safety, ensuring compliance with statutory requirements and good practice

- Support the volunteer warehouse team in organising distribution and driver requirements to each foodbank centre

Food supplies

- Liaise with the volunteer warehouse manager to monitor stocks levels, issuing appeals as necessary
- Lead on any specific stock appeal campaigns such as Harvest and Christmas

Data

- Be familiar with the on-line data system, monitoring the key data indicators
- Support data volunteers to ensure regular and accurate data of stock and vouchers
- Extract data for reports to the management committee or trustees

Agencies

- Communicate with referral agencies in response to queries or issues
- Link with volunteer partner agencies lead

Finance

- Comply with the foodbank's finance policy.
- Liaise with the management committee to identify resources for central purchase
- Provide the volunteer treasurer with details of payments and receipts, and supporting documents, to enable proper accounting

Quality Assurance

- Monitor the views of stakeholders, including clients, volunteers and partner agencies
- Prepare any pre-reports required and undertake the annual Quality Assurance visit from The Trussell Trust

Person Specification

All applicants will be required to demonstrate in their written application and at interview how you meet the requirements of these posts. The criteria that will be used to assess whether candidates have the required qualities, skills and experience are listed below. **You must give examples in your application demonstrating how you meet each of the requirements:**

Professional Skills

The successful candidates will need to demonstrate the following essential criteria:

- Ability to manage an office, use administrative systems and office based computer packages

- Ability to manage people especially volunteers
- Experience of working or volunteering in an organisation that deploys volunteers
- Ability to bring a social justice approach to the work of Can Do 4:13 in particular ANFB
- Ability to work effectively as a member of a faith based board or a sound understanding of, and experience of engagement with, Churches and Christians of different denominations and other faith communities

In addition, among the successful applicants will be those who provide demonstrable evidence of one or more of the following:

- An interest in and understanding of social action projects and social justice approach
- Experience of developing and implementing quality standards, particularly in an investigative or regulatory context.
- Experience of external stakeholder engagement, particularly with communities that face complex issues, not least food poverty.

Personal Qualities

- Excellent communication skills, coupled with a personal and professional demeanour that generates trust and confidence in others.
- Ability to work independently and unsupervised

Response Instructions

If you wish to apply for these positions, please supply the following **by midnight 28th February 2021**.

- A **comprehensive CV** setting out your career history and including details of any professional qualifications.
- A **short supporting statement** (maximum two sides A4, minimum 11 font) giving evidence of the strength and depth of your ability to meet the essential criteria for the role. Please provide specific examples to demonstrate how you meet each of the experience, qualities and skill areas identified in the person specification.
- Name, email address and telephone number of **two referees** (one should be a professional reference the other a personal reference)

Completed applications should be emailed to sharonpalmerathome@hotmail.co.uk

If you cannot apply online, please post applications to:

Sharon Palmer MBE
Chair Can Do 4:13
Aston Parish Church
Witton Lane
Birmingham B6 6QA

Further Information

If you have any queries about any aspect of this role, or merely wish to have an informal discussion, then please contact Rosemary Cripps on 07384 213621.

Indicative Timetable

Please note that these dates may be subject to change. Please let us know in your application letter if you are unable for interview on the date below.

Closing Date	Midnight 28 th February 2021
Candidate Interviews	Expected 7 th March 2021

Aston & Nechells foodbank is part of Can Do 4:13 and is a charity founded on Christian principles. Not every foodbank volunteer is a Christian, but we all subscribe to the same values and hope that new team members will too.