



Fallowfield and Withington Foodbank

Assistant Operations Manager

JOB DESCRIPTION

Responsible to: The Trustees of the Fallowfield and Withington Foodbank

Responsible for: Assisting the Project Manager with the operational aspects of the foodbank

Salary: £12500 per annum

Full-time: 17.5 hours a week, this will include occasional weekend and evening work

Temporary: This post is for 12 months in the first instance, with a 3-month probationary period, and thereafter whilst sufficient funds are available.

Overall responsibility of the job:

This role involves supporting the Project Manager with the operational elements of the foodbank such as overseeing and preparing foodbank sessions as well as managing the warehouse and creating capacity for the Project Manager and Assistant Project Manager to work on other projects. This role must have concern for the Foodbank's operational efficiency and standards in accordance with The Trussell Trust franchise model.

Specific responsibilities:

Reporting to Project Manager

- Report to the Project Manager when required
- Advise the Project Manager of the operational elements of the foodbank

Trussell Trust compliance and liaison

- Comply with the terms of the foodbank franchise, including standard operating procedures
- Maintain the Foodbank records in accordance with operating procedures
- Deputise for Project Manager if required at regional cluster meetings and conferences and liaise with the Trussell Trust Area Manager and local foodbanks

Volunteers

- Support and manage all existing volunteers, providing or arranging training where necessary

Communications

- Maintain a foodbank phone and email account when deputising for the Project Manager/Assistant Project Manager
- Be the first point of contact for enquiries, responding on behalf of the foodbank with assistance from the appropriate volunteers when deputising for the Project Manager/Assistant Project Manager

Foodbank centres

- Visit the 4 foodbank centres on a regular basis
- Liaise with foodbank centre leaders to monitor operational standards and to update them on policy and practice changes, helping them to ensure a dignified experience for anyone visiting the Foodbank
- Keep volunteers up to date with local signposting information

Food store

- Visit the warehouse on a regular basis
- Oversee the warehouse to monitor operational efficiency
- Monitor Health and Safety, ensuring compliance with statutory requirements and good practice

Food supplies

- Monitor stocks levels, report to Project Manager should the foodbank need to issue appeals for food

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

Supervision

- Attend weekly supervision meetings with your line manager

PERSON SPECIFICATION

Experience:

- Experience of working or volunteering in an organisation that deploys volunteers

Key Skills:

- Ability to work professionally with everyone in the organisation and outside it
- Empathy and ability to work with volunteers and an understanding of the challenges of supporting and managing them
- Empathy and ability to work people from disadvantaged, marginalised, or socially excluded backgrounds

- Good oral and written communication
- Confident user of email, document and spreadsheet applications, and internet
- Numerate and comfortable interpreting statistical data
- Ability to work independently and unsupervised but with the support and direction of your line manager and the Trustees
- Willingness to actively engage with training and development
- Willingness to ask for help and guidance

Personal attributes:

- Honesty and integrity
- Passionate about tackling poverty