



CHESTERFIELD FOODBANK – PROJECT CO-ORDINATOR JOB DESCRIPTION

Responsible to: The Board of Trustees of the Chesterfield Foodbank (CFB), through the Chair of trustees.

Responsible for: central management and coordination of the CFB Project supported by the trustees

Conditions: £12096 per year (£9 per Hour)
4 days per week (28 hours flexible working)
Permanent after a 6 month probation period.
Holidays (23 Days per year plus Bank Holidays)

Overall responsibility of the job:-

To oversee the operational efficiency and standards of the CFB Project, in co-operation with the Distribution Centre Managers (DCM/s) and working under the support and guidance of the Board of Trustees. This includes organising material resources, financial assets, reputation, partnerships and volunteer body of the CFB Project.

Specific responsibilities:

Reporting to Trustees

- make written report to the trustees quarterly or at such special meetings as the trustees may call; and with report submitted a minimum of two weeks in advance of any meeting date
- advise trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to the Project's reputation
- with the guidance of trustees, undertake and report annually on the quality assurance standards of the Project's operation

Strategic development

- advise the trustees on such matters as: emerging development priorities in response to changing needs profiles of CFB users
- possible implications of changes in the benefits landscape, and emerging patterns of material need amongst the Project's users or potential users
- identification of social capital such as the skills, talents, resources, competences and potentials of local communities served by the CFB Project
- identification of, and advise of developing links with potential local partner organisations, their scope, processes procedures and resources

Trussell Trust compliance

- comply with the terms of the foodbank franchise, including standard operating procedures, where applicable and as agreed by the Board of Trustees
- after liaison with the Chair of trustees, undertake the annual Quality Assurance visit from the Trussell Trust

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Foodbank centre outlets & Volunteers

- ensure that the Project's DCs are a safe place for all volunteers and client users, and consistent with the CFB Project's Safeguarding policy and assuring their confidentiality
- visit the DCs on a fortnightly basis, noting and responding to any particular needs or issues that recently have arisen
- support and co-operate with the DCMs in the efficient operations of the centres
- support the DCMs in the asset based recruitment of potential DC volunteers, recognising the need for accommodating all levels of age, ability, backgrounds and understanding.
- work co-operatively with the DCMs in the training and development of DC volunteers, consistent with the guidance of trustees
- monitor and report quarterly on the views of volunteers and all stakeholders to trustees

Communications

- contribute to brief DCs briefing meetings with volunteers on a monthly basis and at the commencement of each centre's appropriate scheduled session
- maintain a CFB phone and email account, and arrange alternative procedures for their effective maintenance when on periods of agreed leave including sick leave
- be the first point of contact for enquiries, responding appropriately on behalf of the CFB with the assistance of the appointed, volunteer administrative assistant

Food store (warehouse) & supplies

- receive stock orders from each of the DCs and ensure delivery, as required
- visit the warehouse on a regular weekly basis, assuring the warehouse compliance with relevant Health and Safety (H&S) requirement and good practice
- liaise with the volunteer warehouse manager in order to monitor the food store's operating efficiency and manage the effective rotation of stock so as to minimise waste of supplies
- liaise with the volunteer warehouse manager and other food banks and appropriate organisations and partners to monitor stock levels, issuing appeals for appropriate donations in response to shortages of supplies

Data

- Observe the confidentiality when dealing with foodbank clients and their data, using and dealing with data in line with GDPR requirements.
- ensure all completed red vouchers and packing lists are handled discretely, entered on to the data collection system and stored securely
- be familiar with the online data system, monitoring the key data forecasting indicators of changing and emerging needs and for timely report to the Chair of trustees

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- extract relevant data for report to trustees of likely future needs, demands and the strategic development of the CFB Project
- Respond to data requests from trustees and approved external agencies to facilitate demand and resource management

Agencies

- communicate with referral agencies in response to queries or issues arising from vouchers presented at the CFB DCs
- make presentations to appropriate agencies and organisations to promote their support of the CFB Project
- Actively maintain positive, professional relationship with community partners and agencies

Public Relations

- Gather information and narrative from DCs and clients for inclusion in newsletters and social media
- Ensure appropriate permission is obtained to include information and narrative in newsletters and social media posts
- prepare and issue quarterly newsletters to inform and engage with volunteers, supporters, and partners
- issue press releases as appropriate to enquiries of local media, and to contribute to the reputation of the CFB
- contribute to the Project's social media presence as appropriate

Finance

- comply with the Finance policy of the CFB Project
- liaise with the Chair of trustees to identify resources for central purchase
- provide the volunteer treasurer with details of payments and receipts, and supporting documents, to enable proper accounting
- Oversee a program of fundraising activities that includes contributing to the organisation of and assisting with fundraising efforts to support the priorities and operation of the CFB

Personal Abilities

Requirements

- ability to manage and monitor the development of the Project, its volunteer and supporters, and client users
- experience of managing people, including volunteers
- experience of working in, or volunteering with an organisation that relies on volunteers' skills and contributions
- demonstrate the skills and understanding required to collaborate with and take direction from the board of trustees

Key skills:

- good oral communication
- report writing skills
- Able to deliver training and presentations
- empathy, and ability to work with people from disadvantaged, marginalised or socially excluded backgrounds
- ability to lead and work as part of a team
- driver with clean driving licence
- confident user of email, word processing, and relevant online resources, including social media
- ability and confidence to make use of statistical data
- ability to network across communities and organisations
- Fundraising skills

Personal attributes:

- passionate about tackling poverty
- to be a person of honesty and integrity
- Understand and value the role of volunteers in the success of CFB
- to be non-judgemental and to support diversity and inclusion of all kinds
- ability to relate to, and work with people of all faiths and none

Training:

- induction training
- IT training, as required
- H&S, Environmental Health, and Manual Handling, as appropriate
- Safeguarding policy and procedures in respect of all vulnerable or potentially vulnerable people
- Food Hygiene, as required.
- Any other training that is required for reason of safety or organisational/ operational update

The Chesterfield Foodbank is a charity founded on Christian principles, though not every member of its volunteer members is, nor needs to be a Christian, but all subscribe to the same values.

The Chesterfield Foodbank operates as a franchise of the Trussell Trust. This means that the trustees may choose to adopt some but not all of the structures and processes of Trussell Trust for reasons of scale and efficient use of available resources.