**ROLE DESCRIPTION**

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| **Job Title:** Foodbank Project Manager  | **Reporting to:** Services Director  |
| **Location:** Haverhill | **Hours:** Full time (37½ hours p/w) |
| **Salary:** £21,509 per annum  |  |

**About Reach**

Reach Community Projects has provided support to local people in crisis for over 15 years. In partnership with The Trussell Trust Reach runs the foodbank in Haverhill where we provide emergency food parcels to families in need. We are currently looking for a Foodbank Project Manager who will be responsible for the day to day running of the food bank.

Reach Community Projects was founded by River of Life Community Church in 2005, initially founded as a debt counselling centre we went on to launch further projects in the fight against poverty under the name of Reach Community Projects and became an independent charity on 1st April 2017. The foodbank in Haverhill has been running since 2008.

**About The Role**

We are looking for a **Foodbank Project Manager** who will oversee the operation of the food bank in accordance with The Trussell Trust requirements. The ideal candidate should be someone who is dynamic and engaging, with excellent communication and organisational skills. You will be responsible for the day to day operation of the foodbank including managing volunteers (in association with the Volunteer Experience Co-ordinator), arranging food collections and ensuring food boxes are packed ready for supply to the distribution hubs.

**About You**

We are looking for somebody who has at least 2 years of warehouse or management experience. Is over 25 years old and holds a current full driving licence.  The right person will have good communication skills and ideally have experience of working with volunteers. The ideal person would have knowledge or experience of working in a similar environment.

This is a full time role working 37½ hours a week, every day Monday-Friday, although some flexibility will be required dependent on service need.

**Job Summary**

* Co-ordinate food coming into and leaving the warehouse
* Manage the warehouse and ensure that it complies with health & safety
* Ensure compliance with Trussell Trust systems
* In partnership with the Volunteer Experience Co-ordinator manage volunteers within the warehouse
* Line management of the Warehouse Assistant.
* Working in partnership with the Local Hub Co-Ordinator to ensure that the van is fully stocked for the daily visits

**Key Duties and Responsibilities**

***Co-ordination of food***

* Liaise with donors to co-ordinate a regular supply of the appropriate donations of food and other items coming into the warehouse, updating the team regularly on the items most needed to balance supplies
* Co-ordinating the team of van drivers to ensure regular collections are made from Permanent Collection Points (PCP) at partnering supermarkets
* Arrange regular and ad hoc collections from businesses, schools and churches as required
* Build and develop relationships with our partner corporations to promote the foodbank needs

***Warehouse Management***

* Take responsibility for the building, contents and security of the warehouse
* Monitor stock levels and liaise with communications team about specific shortages and requirements
* Monitor Health and Safety, ensuring compliance with statutory requirements and good practice
* When necessary, provide driving cover to ensure collections and deliveries are made promptly to support food bank operations
* Oversee stock rotation, sorting and storage of food

***Trussell Trust compliance***

* Co-ordinate an annual stock take and reconciliation to verify the accuracy of data records
* Ensure that all warehouse paperwork is stored securely and passed on regularly to the administration team for entering onto the data collection system
* Be familiar with the online data system

***Volunteer training, management and support***

* Partner with the Volunteer Experience Co-ordinator (VEC) to interview potential warehouse and driver volunteers as required
* Partner with with the VEC to deliver new volunteer inductions at the warehouse
* In partnership with the VEC, co-ordinate warehouse volunteer rotas and driver rotas ensuring adequate numbers of volunteers

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the role.

**Qualifications, Skills and Experience Required**

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| **Requirement** | **Essential** | **Desirable** |
| Education, training and qualifications | * GCSE or equivalent Maths, English and ICT – Grade A to C
* Full driving licence with use of own car
* Computer literate with a strong working knowledge of Microsoft Office suite
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| Skills, knowledge and experience | * Be able to work in a team and deliver high quality customer service
* Experience of managing people including volunteers
* Good communication skills
* Ability to plan, manage and monitor a project
* Comfortable user of email
* Full clean driving licence
 | * Working in a similar organisation
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| Personal Attributes | * Ability to manage and work unsupervised
* Enthusiastic about the work of the food bank
* Sympathetic to the Christian beliefs of the organisation
 | * Willing and able to handle crates weighing up to 20kg
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**People behaviours**

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| Communication & Team Working | * Acts openly and honestly.
* Shows respect for others.
* Communicates with others in a clear and structured fashion (written and verbal).
* Demonstrates a 'can do' approach.
* Understands the importance of confidentiality and data security
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| People Management & Development | * Delivers agreed performance objectives with required support.
* Demonstrates a willingness and appetite to learn.
* Willing to participate in training and professional development
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| Commitment & Drive | * Has high standards and adheres to quality guidelines.
* Strives to deliver to the best of abilities at all times.
* Shows professionalism and care for clients and colleagues at all times.
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| Ethos of the organisation | * As a minimum requirement all employees of Reach Community Projects must be able to work within the Christian ethos of the charity
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**Terms and conditions**

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| Location | This role will be based at the main office in Wisdom Facilities Centre, 42 Hollands Road, Haverhill CB9 8SA but will involve travelling within Haverhill and the surrounding area  |
| Working hours and pattern | 37½ hours per week  |
| Probationary Period | 3 months |
| Annual Leave | 25 working days per annum for full time employees along with public holidays  |

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