



JOB DESCRIPTION

Job title: Foodbank Session Lead & Volunteer Coordinator

Location: Bridging the Gap (Manchester), Unit 3, Wesley Enterprise Centre, Old York Street, Hulme, Manchester, M15 5BP

Contract: Fixed term for 24 months, with possible extension subject to funding

Responsible to: The Project Manager & Trustees of Bridging the Gap (Manchester) who strategically direct the operation of Manchester South Central Food Bank

Hours: 22 hours per week (Flexible but to include 2 days per week on a Monday and/or Wednesday and/or Friday)

Salary: £13ph

Purpose and objectives:

To team lead two foodbank sessions a week and provide the volunteer coordination for the foodbank

Main responsibilities:

1. Volunteer Coordination, meaning:
 - Coordinating Foodbank volunteer recruitment
 - Ensuring volunteers receive appropriate inductions and training
 - Preparing and circulating volunteer rotas
 - Team leading volunteers during their sessions
 - Overseeing the transition to Trussell Trusts volunteer management system 'Assemble'
 - Working in partnership with the Project Managers to develop the charities overall volunteer management

2. Team lead at foodbank distribution sessions, including:
 - Overseeing foodbank referrals to the session
 - Loading the van and taking the parcels to the foodbank distribution centre (in conjunction with the Warehouse Coordinator)
 - Greeting clients and explaining the foodbank process
 - Managing the distribution of food at the sessions
 - Managing the volunteers at the distribution session

- Managing the signposting advice and support to clients at the session, including overseeing volunteers signposting responsibilities
 - Liaising with and working in partnership with the Advice Workers at the foodbank sessions
 - Completing administrative tasks related to the foodbank sessions which includes updating data collection systems
 - Working in partnership with the Foodbank Project Manager to develop the distribution sessions overall management
3. Advise the Project Manager of exceptional events, such as complaints, major press contacts, pest control, accidents, external evaluations or risk to reputation
 4. Comply with the terms of the Trussell Trust foodbank franchise, including standard operating procedures
 5. In conjunction with the Project Managers and Trustees to monitor Health and Safety, ensuring compliance with statutory requirements and good practice
 6. To provide information to support the Project Managers & Trustees with the annual report
 7. To support with community events, such as supermarket donation events
 8. To act as the team lead for the foodbank warehouse packing sessions as required
 9. To deputise for the Foodbank Project Manager as and when required
 10. Any other duties which may reasonably be regarded as within the nature of the post, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Desirable:

Clean driving licence and willing to drive the foodbank van when required

Person Specification

Essential Requirements:

- Experience of working with and managing volunteers
- Experience of working or volunteering in an anti-poverty setting
- Empathy and an understanding of the challenges of supporting individuals in crisis
- Knowledge and understanding of the principles of Safeguarding in relation to working with vulnerable adults, children/young people and volunteers
- Experience of working on own initiative as well as part of a team
- Experience of project coordination and logistics management

- Knowledge of and a commitment to adhere to and promote the values and ethos of Bridging the Gap (Manchester)
- Creativity and flexibility to meet the demands of a developing Charity

Key Skills:

- Good communication and interpersonal skills
- Empathy and ability to work with people from a wide range of backgrounds including disadvantaged, marginalised, or socially excluded backgrounds
- Ability to work independently and unsupervised
- Good computer skills including regular use of email, internet, word processing and spreadsheets in order to undertake administrative tasks
- Time management

Personal attributes:

- Passionate about tackling poverty
- Self-motivation and self-starter
- Honesty and integrity
- This role involves heavy lifting
- Flexible and adaptive