

### **Job Description: Slough Foodbank Manager**

The manager has overall responsibility for the operation of the foodbank, ensuring that we are able to meet our mission to address the needs of clients facing food poverty crisis. The manager also oversees the implementation of the strategies that have been identified to tackle the causes of food poverty. A major part of the role is managing the staff team (currently five people in a mix of full-time and part-time roles, and likely to expand) and overseeing the work of our many amazing volunteers. This position reports to the Chair of Trustees, and will require an open, pro-active and ongoing working relationship with the whole Board of Trustees.

#### *Staff & Volunteers*

- Act as Safeguarding Officer for the foodbank ensuring compliance with relevant Safeguarding legislation.
- Undertake Line Management of staff, including setting objectives, support, assessing effectiveness, recognition, etc.
- Liaise with the Volunteer Coordinator to ensure effective recruitment and training for all volunteers and to provide ongoing engagement, support and leadership.

#### *Warehouse*

- Liaise with the Warehouse Manager to monitor operational efficiency.
- Support the Warehouse Manager to monitor Health and Safety, ensuring compliance with statutory requirements and good practice.
- Liaise with the Warehouse Manager to monitor stocks levels.
- Encourage donations of food and toiletries from individuals and organisations, issuing appeals as necessary.
- Liaise with the Purchasing Manager when stocks require replenishment via central purchase.
- Support the Projects Manager in the upcoming move of the Foodbank warehouses to new premises.

#### *Distribution Centres*

- Liaise with and support foodbank distribution centre co-ordinators and hosts in order to monitor operational standards.

#### *Agencies*

- Ensure positive ongoing relationships with the agencies to which we signpost clients (such as Citizens Advice, the Council, etc.), and develop relationships with new agencies as appropriate.
- Optimise the effectiveness of the referral agencies that Slough Foodbank works with.
- Ensure good communication with referral agencies in response to queries or issues.

#### *Public Relations*

- Take overall responsibility for Public Relations, including newsletters to maintain engagement of supporters and partners, press releases as appropriate, responses to media enquiries, and the content and presentation of the foodbank's online website. This will include creating these communications if there are no volunteers available to do so.
- Represent the foodbank externally raising the profile of food poverty and lobbying for those in need.

#### *Strategic Initiatives*

- Accountable for the implementation of strategic initiatives to shift the direction of the Foodbank.
- Liaise with the Signposting and Support Officer to address the wider needs of clients.
- Regularly engage with clients, key agencies and volunteers to monitor feedback and trends.
- Propose new strategic initiatives to the Trustees when new needs are identified.

### *Reporting to Trustees*

- Advise the trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation.
- Escalate issues proactively to the chair (or another appropriate trustee).
- Create a monthly report for trustee meetings.
- Participate in trustee meetings one evening each month, and in the in-person trustee “Away Days” in summer and autumn.

### *Finance*

- Comply with the Foodbank’s finance policy.
- Coordinate fundraising, taking a proactive and positive approach to seeking opportunities to increase funding for the foodbank through grants and donations.
- Oversee book-keeping of details of payments and receipts, with supporting documents, to enable proper accounting.

### *Quality Assurance*

- Monitor the views of stakeholders.
- Respond to requests from our parent organisation, Trussell.
- Undertake the annual Quality Assurance review with Trussell.

### *Compliance*

- Act as primary contact for Trussell. Comply with the terms of the foodbank franchise, including standard operating procedures.
- Ensure compliance with all legal requirements relating to the operation of the Foodbank.

### *Data*

- Be familiar with the on-line data system, monitoring the key data indicators.
- Be responsible for General Data Protection Regulation compliance.

## **Person Specification: Slough Foodbank Manager**

### *Essential:*

- Good understanding of the challenges faced by those in poverty and a passion to help.
- Empathy and an ability to work with a diverse range of people in an inclusive and proactive way.
- Supportive of the Christian ethos of Slough Foodbank and the involvement of churches.
- Self-motivated and an ability to work independently with minimum supervision.
- Able to lead, manage, motivate and support both staff and volunteers.
- Able to communicate effectively both in formal and informal settings.
- A good team player and collaborator.
- Car driver with access to own vehicle.
- Confident user of email, word processing, spreadsheets and internet.
- Able to record/collate information and interpret statistical data.

### *Desirable:*

- An awareness and interest in current social/political issues that may affect our client group and the work of the Foodbank.
- Experience of working in the voluntary sector and with public sector agencies.
- Experience of stock monitoring.