



THAT Food Bank
(Charity Number 1146610)
8 Queensway House, Queensway, Newton Abbot. TQ12 4BA
Tel: 01626 437310, email: manager@thatfoodbank.com
Web: www.thatfoodbank.com

THAT FOODBANK MANAGER

JOB DESCRIPTION

- Job title:** Food Bank Manager
- Responsible to:** Chair of Trustees
- Location:** THAT Foodbank, 8 Queensway House, Queensway, Newton Abbot TQ12 4BA
- Job purpose:** To manage and coordinate the day-to-day operations of THAT Foodbank.

Responsibilities

To take responsibility for the ongoing work of the Foodbank by:

- Supporting people who use the food bank
- Liaising with current and potential referral agencies, local statutory and voluntary agencies; other foodbanks in the area
- Liaising with current and potential donors of food (e.g. supermarkets, churches, businesses & schools) and finance
- Recording activity including producing reports
- Overseeing the running of the food bank processes in line with the charity's policies and procedures including financial, health & safety, safeguarding
- Regular liaison with and reporting to the trustees to keep them up-to-date and aware of any current issues.

The day-to-day running and management of the foodbank to include:

- Co-ordinating, supporting and communicating with the team of volunteers
 - Management of volunteer rota, ensuring adequate cover each day
- Management of stock
 - Recording shortages for weekly shortage list
 - Arrange stock collection from donation points
 - Organise purchase of stock shortfalls
- Oversight of the sorting and distribution of food including deliveries
- Monitoring and responding to queries and requests (email, telephone, online and face-to-face)
- Deciding priorities, in the moment, in relation to all the issues arising
- Open and close the premises

Public relations and the development of the Foodbank by:

- Establishing and nurturing relationships / engagement with local organisations and agencies



THAT Food Bank
 (Charity Number 1146610)
 8 Queensway House, Queensway, Newton Abbot. TQ12 4BA
 Tel: 01626 437310, email: manager@thatfoodbank.com
 Web: www.thatfoodbank.com

- Being the 'public face' of the Foodbank and the prime point of contact
- Giving and identifying volunteers to give talks to local organisations (e.g. schools, media and local events)
- Identifying unmet need and working with the trustees to identify solutions and possible developments.
- Implementing changes decided by Trustees to fulfil the Charity's strategic plan

General

- Any other duties that can be considered reasonable to include within the remit of this post as agreed with or requested by the trustees. Permanent changes will be incorporated into the job description.
- Attending mandatory training as required by statutory law or as seen fit by the Trustees.

PERSON SPECIFICATION

THAT FOODBANK MANAGER

CATEGORY	ESSENTIAL	DESIRABLE
QUALIFICATIONS AND TRAINING	Basic Education No Specific Qualifications	GCSE or equivalent A levels Specific Training in foodbank management
EXPERIENCE	Customer service Regular working with email, WORD and EXCEL and Internet, including production of stats and reports Record keeping with both manual and computer records Organisation of resources and people in a fast moving environment Working unsupervised	Working in a foodbank either as a volunteer or employee Dealing with people (including those with mental health issues and limited education and/or poor communication skills) Working Knowledge of Benefits system Coordinating and directing volunteers
APTITUDES/SKILLS	IT, use of Email, WORD and EXCEL, internet use Dealing effectively with customers from all backgrounds Skill in motivating and leading volunteer staff and communicating effectively Skill in decision making,	Working with other IT systems specific to the business Foodbank management, organisation and coordination Working knowledge and practice of the basics of Equalities, health



THAT Food Bank
 (Charity Number 1146610)
 8 Queensway House, Queensway, Newton Abbot. TQ12 4BA
 Tel: 01626 437310, email: manager@thatfoodbank.com
 Web: www.thatfoodbank.com

	<p>considering alternatives.</p> <p>Effective problem solving, using creative and flexible approaches</p> <p>Ability to work effectively with constantly changing priorities with a flexible approach.</p> <p>Creating a cheerful and positive environment</p> <p>Ability to work as part of a team</p> <p>Self-motivated with the ability to work independently with minimum supervision</p> <p>Admin skills including money handling and petty cash</p> <p>An Ability to work non-judgmentally in an inclusive and confidential manner with a diverse range of people including people in need</p> <p>Ability to network and liaise with other agencies</p> <p>Understanding of the relationship with the Board of Trustees and working effectively with them</p> <p>Understanding the charity's work and having a belief in the Foodbank's purpose</p>	<p>and safety, safeguarding and data protection legislation</p> <p>Awareness of food hygiene requirements</p>
<p>PERSONALITY/ ATTITUDE</p>	<p>Outgoing/Sociable</p> <p>Enjoys meeting new people</p> <p>Enjoys working with people</p> <p>Enthusiasm for the work</p> <p>Enjoys coordinating others</p> <p>Manages people and situations assertively</p> <p>Empathetic, understanding and patient</p> <p>Understanding of communication and instinctively communicates effectively in both formal and informal settings</p> <p>Possessing a flexible approach to managing and problem solving</p>	
<p>PHYSICAL</p>	<p>Ability to manage stairs that connect two floors. (Reasonable adjustments considered)</p>	<p>Need to move and carry items on occasions</p>



THAT Food Bank

(Charity Number 1146610)

8 Queensway House, Queensway, Newton Abbot. TQ12 4BA

Tel: 01626 437310, email: manager@thatfoodbank.com

Web: www.thatfoodbank.com

JOB CIRCUMSTANCES	<p>Part time 25 hours per week. Monday to Friday 9am-2pm at the Foodbank</p> <p>With additional hours in future in line with the reach and expansion of the foodbank</p> <p>The right to work in the UK</p>	<p>Possess driving licence and access to a vehicle</p> <p>Available to work evenings/weekends on occasions</p>