



Job description and person specification

Food bank hub manager - Croydon and Lambeth

Responsible for:

- To help and oversee the running of food bank hubs within Croydon and Lambeth
- To manage one Croydon food bank hub and one Lambeth hub, including the collection of parcels by clients from the hub and delivery of signposting advice. To be reviewed if more hubs are added.
- To work with current projects running within hubs.
- To oversee the volunteers working specifically for food bank and manage appropriate rotas.

Remuneration: £15 p/h depending on experience

Working hours: 3 days per week, 2 of which will be Wednesday and Thursday with flexibility around the 3rd day. Total 15 hours. Flexibility for this to be 12 hours on 2 days.

This is a grant funded roll and is currently funded for 8 months.

Location: At hubs respectively. Third day if included will be remote working although office space maybe available from early 2025 in SW2.

Expected start date: As soon as possible

Overall responsibility to: Asst Food bank Manager

To apply: Please send your CV with the names of 2 referees, and an A4 cover letter explaining why you would be suitable for this role to:
office@norwoodbrixton.foodbank.org.uk

Closing date for applications: This is rolling application process and will close when role is filled.

Duties

- In conjunction with the Lambeth Food Bank Managers, Project Manager and Area Manager, ensure signposting training is provided to all involved in delivering signposting at the hubs and ensure this is kept up to date and relevant.
- Provide pastoral support as required.
- Oversee the collection of parcels at hubs by clients. This will include full training on the use and application for the app.
- Work with the Trussell trust data systems and be competent with how electronic vouchers work in relation to the Lambeth and Croydon Food banks. Full training to be provided.
- Together with Croydon and Lambeth host churches, ensure the hub's space is fit for purpose (layout, access, facilities etc)
- Ensure the hub is adequately stocked with emergency food parcels, has sufficient signposting materials and the **capability** to access the internet, typically via a laptop or tablet. Work with the dispatch team at the warehouse to facilitate this.
- Manage the volunteer rota via Assemble at the hub, allocate roles and ensure they are motivated and informed.
- Where required, oversee the purchase and provision of refreshments and ensure staff have relevant training and certificates to run the refreshments part of the project.
- Work with other food bank managers to provide a high quality and consistent service across all hubs.
- Attend regular hub managers meetings.

We are a charity founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and hope that new team members will too.

Person Specification

Food bank hub manager - Croydon and Lambeth

	Essential	Desirable
Qualifications		
Job Knowledge and experience	<ul style="list-style-type: none"> • Experience of setting up a community project • Proven experience of working or volunteering within a not-for-profit organisation/other food bank • Experience of managing volunteers 	<ul style="list-style-type: none"> • Experience of working as a team, and also working unsupervised. • Some understanding of benefit system and debt management is useful but not essential. Full training will be given
Skills	<ul style="list-style-type: none"> • Highly proactive, with great organisational and time management skills. • Excellent communication skills (face to face, written and phone) • Proven people management skills • Good interpersonal skills • Good level of experience using basic IT systems. • Self-starter but good at working with diverse community groups. • Be confident in talking to people from all parts of community and be non-judgemental. • Fit and mobile as there will be requirements to move parcels, donations, etc. 	<ul style="list-style-type: none"> • Able to effectively support teams with ad hoc requests, contributing to team and service meetings as appropriate. • Ability to understand the food bank's vision and purpose, translating it into motivating and inspiring supporters.
Other Attributes	<ul style="list-style-type: none"> • Fully committed to the values of the Trussell Trust • Team player • Flexible and self-motivated • Committed to partnership 	<ul style="list-style-type: none"> • A good awareness of UK food poverty trends • Have an active Christian faith and be confident in dealing with people of all faiths. Be willing to provide prayer and pastoral support in session where required.

Ends