



Urban Community Projects Camden Foodbank Manager Job Description

We're looking for a dynamic and organised Foodbank Manager to co-ordinate our team of volunteers in the collection and distribution of donated food. This is an exciting and challenging job opportunity to manage and lead a committed group of local volunteers as we seek to alleviate hunger, restore dignity and offer hope to local people in crisis. Camden Mobile Foodbank opened in 2017 and last year supported 437 people. Since being established the service has grown and we now operate from our permanent home at Somers Town Community Association.

About Urban Community Projects:

We're a small grassroots charity working in the heart of local communities, directly on social housing estates. We have 4 key principles we work towards; delivering employment and training, youth projects, financial awareness courses and environmental projects. This year our main focus is establishing Camden Mobile Food Bank in Somers Town and Kings Cross; continuing to deliver our knife and gang crime project 'One Mic, One Life' and developing a new App run by young people.

What you will do:

Managing and supporting the activity of the foodbank requires significant effort, more than can be sustained solely by volunteers. To meet the growing needs this new role will coordinate and lead existing volunteers, recruit new ones, increase our food donations and referral partners.

We're looking for someone who can work approximately 8 hours a week. These hours need to be spread across 2 days of the week. Not all the hours will be running the foodbank, we want you to get out into the community build new relationships and talk about our wonderful work. We're passionate about ensuring our roles fit into family life.

The role: Camden Mobile Foodbank Manager

Permanent Post: 1 year contract, 3-month initial probationary period

Start date: Immediately

Duration: 43 weeks per year which must include the 39 weeks of Camden state school term time plus four additional weeks

Hours: Part-time, 8 hours (over 2 days) on Mondays and Thursdays

Salary: £10.75 per hour (LW)

Location: Somers Town Community Association, 150 Ossulston Street, NW1 1EE.

Desirable: Car driver and access to own vehicle

Application process:

A covering letter outlining why you are interested in this role and what you would bring to the charity along with your completed application form, should be sent to info@urbancommunityprojects.org.uk with Camden Mobile Foodbank Manager in the subject line by **20th April 2020**.

Please email rasheeda.graham@urbancommunityprojects.org.uk with any questions or for an informal chat beforehand.

Purpose of the Role:

To manage the day-to-day running of Camden Mobile Foodbank and the recruitment of local volunteers. The successful candidate will report to the Charity Director and new foodbank management committee.

Key Duties and Responsibilities**1) Ensure the ongoing work of the foodbank by regular liaison with:**

- Current and potential donors of food (such as supermarkets, schools, churches, businesses, local people etc)
- Current & potential referral partners
- Statutory and voluntary agencies across the borough
- Foodbank projects in other areas

2) Oversee the day to day running and management of all foodbank processes including:

- The offsite stockroom - including management of stock levels, quarterly and annual audits, stocktaking and ensuring a steady flow of stock from stock room to and from our base at Somers Town.
- Sorting and Collection days - including acting as volunteer team leader when necessary
- Timely monitoring and responding to all queries and requests via phone, email, Facebook etc.
- Delegation and supervision of duties as appropriate to volunteers
- Ensuring that all financial /auditing processes are being followed correctly and consistently
- Ensure the effective implementation of all the foodbanks local policies and procedures; (such as the referral system, health & safety, safeguarding etc.)
- To ensure all user data and referral partners' data on the database is kept accurate and updated regularly.
- Assist the Charity Director in recruiting a separate Management Committee for Camden Mobile Foodbank

3) The recruitment, training and managing/supporting of foodbank volunteers:

- Coordinate the volunteer team at the Foodbank centre to ensure the smooth running of the foodbank sessions (currently Tuesdays, 10am – 2pm and Thursdays, 3:30pm – 5:30pm).
- Organise the volunteer rota and flag up and address any shortages
- Train volunteers to undertake responsibilities within the foodbank

- Develop and maintain suitable signposting resources to assist volunteers in pointing clients to other local agencies for further support
- Facilitate a brief team meeting for foodbank volunteers at the beginning and end of every Foodbank centre session.
- Attend team meeting every two weeks to review and discuss progress
- Responsible for all volunteer applications and inductions
- Liaise other volunteer teams and networks to find ways in which they can help Foodbank

4) Public relations and the development of the Camden Mobile foodbank by:

- Being the 'public face' of the foodbank and the main point of contact
- Establishing and nurturing relationships/engagement with partner agencies
- Building new referral partners across the borough
- Promoting the foodbank to businesses to attract corporate volunteers
- Managing corporate volunteer days/events
- Being proactive in using local events and media as appropriate to both promote awareness and the public profile of Camden Mobile foodbank in a positive way
- Identifying possible areas of unmet need and working with the new foodbank Management Committee to work out possible solutions
- Collecting volunteer and user feedback through case studies, videography etc

5) Social media and promotions:

- Managing all of Camden Mobile Food Banks social media accounts - Facebook, Twitter and Instagram
- Managing Camden Mobile Food Bank Amazon Smile Account/shop
- Updating and uploading new products onto Camden Mobile Food Bank Amazon Smile Account/shop
- Maintaining rota for staff and volunteers to manage Camden Mobile Foodbank Facebook and Twitter pages
- Updating social media scripts so staff and volunteers are able to respond to queries through social media
- Creating monthly shopping lists to drive food donations and posting across Camden Mobile Food Banks social media platforms
- Uploading volunteer and user stories, pictures and videos across Camden Mobile Food Banks social media accounts each week

For more information on Urban Community Projects check out our website – www.urbancommunityprojects.org.uk

Urban Community Projects, Somers Town Community Association, 150 Ossulston Street, London NW1 1EE Registered Charity No.1156156



Person Specification Key Skills/Knowledge

- In your Employment Pack you will find an application form. Please complete the Person Specification section; giving an example (no more than a paragraph) for each of the **Essential** and **Desirable** criteria outlined in the table below. Please use additional A4 sheets if you run out of space.

SKILLS/ATTRIBUTES	ESSENTIAL	DESIRABLE
Good knowledge of the local area and community (the London Borough of Camden).	✓	
Self-motivated and an ability to work independently with minimum supervision.	✓	
Passionate about tackling poverty, deprivation and injustice and wanting to actively contribute to helping those in need or who are marginalised within our community.	✓	
A non-judgmental and positive attitude towards people who are in need.	✓	
A flexible approach to working hours (some weekend and evening work will be required).	✓	
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.		✓
Previous project management experience.		✓
INFORMATION TECHNOLOGY		
Strong understanding and use of Microsoft One Drive and GoogleDrive packages.	✓	
Strong MS Office Packages (Word, Excel, Publisher, Powerpoint) and using MS Outlook for emails and requesting meeting/appointments.	✓	
An ability to record/collate information and interpret statistical data.	✓	
Ability to create formulas/sums and multiple worksheets using MS Excel.		✓
COMMUNICATION & ORGANISATIONAL SKILLS		
Ability to communicate effectively both in formal and informal settings.	✓	
Empathy and an ability to work with a diverse range of people in an inclusive and proactive way.		
Exceptional organisational skills, including planning workshops or events.	✓	
Ability to prioritise workloads and manage multiple tasks.	✓	
The ability to think creatively and problem solve independently.	✓	

VOLUNTEER MANAGEMENT		
The ability to communicate with and empower volunteers, colleagues, apprentices to be effective in their roles – experience with volunteers preferable.	✓	
Ability to lead, motivate, train & support volunteers.	✓	
Experience of managing people and the recruitment/training of volunteers.	✓	
SOCIAL MEDIA PLATFORM		
Creating posts for social media accounts like Twitter/Instagram/Facebook.	✓	
Using social media scheduling platforms like Hootsuite.		✓