



Foodbank Administrator Job Description

Responsible to: Foodbank Project Manager

Responsible for: Coordinating the foodbank centres and various other administrative tasks needed to support the running of the Epsom & Ewell foodbank

Salary: £9 an hour

Part-time: 16 hours a week (preferably between Wed and Fri but negotiable)

Temporary: 1 year fixed contract

Overall responsibility of the job: ensure that the team of volunteers have all they need to run the foodbank centres to the efficient and high standard required, in accordance with The Trussell Trust franchise model and statutory requirements and that additional administrative needs are covered as and when required.

Specific responsibilities:

Reporting to Foodbank Project Manager

- Bring to the attention of the Project Manager any concerns regarding the day-to-day operation of the foodbank centres for Epsom & Ewell foodbank
- Deal with day to day issues in the office: ie phone, emails and callers as and when needed
- Liaise with the Volunteer Co-ordinator and Project Manager around any needs of the week.

Trussell Trust compliance

- Ensure that all foodbank centre processes and procedures are followed as per The Trussell Trust Foodbank Operating Manual

Foodbank centre outlets & Volunteers

- Organise the volunteer rota for one-off events
- Support the training of the volunteers to undertake responsibilities within the foodbank centre and to meet the relevant legal requirements
- Develop and maintain suitable signposting resources to assist foodbank centre volunteers in pointing clients to other local agencies for further support
- Monitor health and safety at the foodbank centre and maintain records of accidents and “near misses”
- Oversee and supply information and needs of the volunteers ie ID badges, t-shirts and regular information
- Help out if needed within the centres and the sorting centre.
- Ensure the van is clean and stocked
- Work with the project manager to develop new initiatives as and when required

Food store & supplies

- Monitor stock levels at the foodbank centres and liaise with the warehouse to request re-supply of food and other provisions as required, whether from stock or public
- Manage inventory lists

Data

- Ensure all completed red vouchers and packing lists are handled discretely, stored securely and entered on to the data collection system
- Add up and put donations weights of food onto database, especially the relevant supermarkets

Agencies

- Communicate with referral agencies in response to queries or issues arising from vouchers presented by clients at the foodbank centre.
- Ensure signature sheets and information are up to date

Public Relations

- Refer local press enquiries to the Project Manager
- Keep track of which collection tins are where (and make sure there are enough sticky labels to go on tins). Update office manager with the funds as they come back
- Create regular newsletter
- Ensure publicity is up to date for all local events as required
- Manage all of Epsom & Ewell foodbank's social media and ensure always up to date
- Respond as needed to donators and friends of the foodbank

Quality Assurance

- Undertake client surveys twice a year to review the foodbank centre service and identify ways that could be developed and improved

Requirements:

- Ability to lead and work as part of a team
- Ability to be flexible and respond to demands
- Ability to deal with fluctuation demands of administration

Key Skills:

- Good oral and written communication
- Good IT and social media awareness
- Ability to work independently and unsupervised
- Honesty and integrity
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds

Personal attributes:

- Passionate about tackling poverty

Training

Induction training

H&S, Environmental Health & Manual Handling as appropriate

Child/Vulnerable adult protection

Food Hygiene as required

Epsom & Ewell foodbank is a project part of the Ewell Christian Trust 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.