



## Ribble Valley Gateway Trust – Foodbank Manager

### Job Description

<b>Responsible to:</b>	Trust Operational Manager and Trustees of the Ribble Valley Gateway Trust
<b>Responsible for:</b>	The management and coordination of the food bank in Clitheroe including the Olive Branch Multi Agency Hub.
<b>Salary:</b>	£15/hour
<b>Part-time:</b>	24 hours per week
<b>Location:</b>	Trinity Methodist Church in Clitheroe, Warehouse at Ultraframe, Clitheroe.
<b>Contract:</b>	Permanent Contract, subject to 3-month probationary period. Renewal subject to funding.
<b>Applications to:</b>	applications@rvgt.org.uk

**Overall responsibility of the job:** To manage the operation of Ribble Valley Foodbank with operational efficiency and standards in accordance with the Trussell franchise model. The food bank includes the operation of a food bank in Clitheroe open once a week, the Olive Branch (a multiagency hub providing debt advice and other services), and the warehouse. With accountability to, and support from, the Trustees of Ribble Valley Gateway Trust, to support the development of food bank, including its material resources, financial assets, reputation, partnerships and volunteer body.

#### **SPECIFIC RESPONSIBILITIES:**

##### *Accountability*

- The Foodbank manager will be line managed by the Operations Manager and will be accountable to the Operations Manager for all aspects of their role
- The Foodbank manager will advise the Operations Manager of exceptional events, such as complaints, media contact, health and safety incidents, safeguarding incidents or any risk to public reputation.

##### *Reporting to Trustees*

- Reporting to the Trustees quarterly Board meetings and as required
- Establish good links with the Board's Link Trustee to ensure that Board is kept up to date with the needs of the service
- Comply with Ribble Valley Gateway Trust Policies and Procedures, and provide leadership on same to volunteers serving at the food bank.



### ***Trussell Compliance***

- Comply with the terms of the Trussell food bank franchise, including standard operating procedures
- Engage with Trussell training requirements
- Liaise with the Trussell Support team and provide annual reports.

### ***Food bank centre, Olive Branch, Warehouse & Volunteers***

- To lead, support and coordinate food bank team leaders in delivering the food bank service, including Olive Branch.
- To visit warehouse teams regularly, and to coordinate warehouse team leaders in organising and distributing stock and attend warehouse team leader's meetings regularly.
- Support the warehouse coordinator to monitor Health and Safety, ensuring compliance with statutory requirements and good practice
- To monitor operational standards and efficiency across the food bank service
- Manage shifts for volunteers at Ribble Valley Foodbank, working with volunteer team leaders
- To deliver training for all volunteers with support from Trussell and the RVGT Board, and ensure that all volunteers can access required training
- To respect and value volunteers within the food bank.

### ***Communications***

- Maintain a food bank phone and email account
- Regularly update social media and the food bank website
- Be first point of contact for enquiries, responding on behalf of food bank.

### ***Food Supplies***

- Liaise with warehouse coordinator to monitor stock levels, issuing appeals as necessary
- To support coordination of the movement of stock from shop to warehouse to food bank
- Complete an annual stock take in line with Trussell reporting procedures.

### ***Data***

- Be familiar with the on-line data system, monitoring the key data indicators
- Support volunteers and staff to ensure regular and accurate data of stock and vouchers
- Extract data for reports to the Board of Trustees.

### ***Agencies***

- Develop regular communications with referral agencies
- Liaise closely with other organisations providing advice at Olive Branch
- Identify points of collaboration and connection with other agencies, developing constructive working relationships.



### ***Public Relations***

- Prepare and issue regular newsletters for volunteers to provide encouragement and support
- Prepare and issue regular newsletters for other agencies and supporters, to maintain engagement
- Prepare press releases as needed, in conjunction with the Trust Board.

### ***Safeguarding***

- To complete own safeguarding training
- To be familiar with the Trust's safeguarding policy and comply with that policy
- To act as designated safeguarding lead for the food bank
- Liaise with lead Trustee for safeguarding about any safeguarding issues.

### ***Health and Safety***

- To act as Health and Safety lead for the food bank
- Carry out regular health and safety checks at all sites
- Comply with food hygiene policy
- Liaise with lead Trustee for health and safety about any health and safety issues.

### ***Finance***

- Comply with RVGT finance policy
- Maintain accurate records of money spent, in conjunction with Trust accountants, using Xero accounting system
- Prepare an annual budget and ensure that monthly spending is kept in line with the agreed budget.

### ***Fundraising***

- Provide oversight for staff and volunteers involved in fundraising
- Review grant funding opportunities on a regular basis
- Oversee regular direct appeals to local businesses, schools, charities, civic groups, churches/chapels and residents in conjunction with the Operations Manager.
- Provide reports of the above to quarterly Board of Trustees meeting.

### ***Quality Assurance***

- Monitor the views of stakeholders
- Support the annual Quality Assurance visit from Trussell.

### ***Training***

- To attend such training as identified as necessary to ensure updated knowledge and best practice in managing a food bank. Such training identified may be provided by Trussell, or other agencies.
- Safeguarding training – provided by RVGT
- Health and Safety Training.



## PERSON SPECIFICATION

### *Essential Skills and Experience:*

- Experience of managing a team
- Excellent Communication and Interpersonal skills, with the proven ability to prioritise tasks and meet deadlines
- Experience of working with vulnerable people and providing support services
- Experience managing finances for an organisation
- Experience in balancing the expectations of different stakeholders
- Empathetic and active listener
- Good written and oral communication
- Proficient in use of Microsoft Office applications, internet services
- Ability to work independently and unsupervised.

### *Desirable Skills and Experience*

- Familiarity with churches and Christians of different denominations
- Experience of managing a charity
- Experience working with people from many different backgrounds
- Experience in leading multiple teams
- Experience using Xero Accounting Software
- Experience in fundraising or grant writing
- Familiar with the Trussell Model of food bank services
- Knowledge of local services
- First Aid qualification
- Food Hygiene Qualification.

### *Personal attributes*

- Applicants should be aware of the Ribble Valley Gateway Trust's Christian foundation, and should be supportive of the Christian faith and the charitable objectives of the organisation
- Motivated by placing people in environments where they thrive
- Passion for social justice and a commitment to alleviating poverty
- Flexibility in a changing work environment
- Positive and enthusiastic attitude
- Strong work ethic and commitment to excellence
- Eligible to work in the UK.

## Other Requirements

- Travel around the Ribble Valley.

## Training provided

- Induction training
- IT training
- Training on Xero accounting software
- Other training as required.



**Ribble Valley Gateway Trust**

Registered Charity: 1167261