



Ribble Valley Gateway Trust

Foodbank Manager

Job Description

Responsible to:	Trust Operational Manager and Trustees of the Ribble Valley Gateway Trust
Responsible for:	The management and coordination of the Foodbank projects in Clitheroe and Longridge.
Salary:	£15/hour
Part-time:	24 hours per week
Location:	Trinity Methodist Church in Clitheroe St Paul's Church, Longridge Warehouse at Ultraframe, Clitheroe.
Contract:	Permanent Contract, subject to a 4 month probationary period.

The post holder will manage the operation of Ribble Valley Foodbank projects with operational efficiency and standards in accordance with the Trussell franchise model (formerly known as the Trussell Trust). The Foodbank Projects include the operation of a Foodbank in Clitheroe open twice a week; the Foodbank Café (a multiagency hub providing debt advice and other services); a Foodbank in Longridge, open once a week; and the warehouse at Ultraframe, Clitheroe. With accountability to, and support from, the Trustees of Ribble Valley Gateway Trust, the post holder will support the development of the Foodbank project as well as manage 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 the same to volunteers serving at the Foodbank.

Trussell Compliance

- Comply with the terms of the Trussell Foodbank franchise, including standard operating procedures and policies.
- Engage with Trussell Training requirements.
- Liaise with the Trussell Support team, and provide annual reports.

Foodbank centres, Foodbank Café, Warehouse & Volunteers

- Visit both foodbank centres at Clitheroe and Longridge, on a regular basis.
- Lead, support and coordinate Foodbank Team Leaders in delivering the Foodbank service, including Foodbank Café provision.
- Visit Warehouse teams regularly, and to coordinate warehouse team leaders in organising and distributing stock, and attend warehouse team leaders meetings regularly.
- Ensure compliance with Health and Safety, food safety, data protection regulations and good practice across all Foodbank centres and warehouse.
- Monitor operational standards and efficiency across the Foodbank Service.
- Manage rotas for volunteers at RV Foodbank, working with volunteer team leaders.
- To deliver training for all volunteers with support from the Operations Manager, Trussell Network and RVGT Board of Trustees, and ensure that all volunteers are able to access the required training.
- To respect and value volunteers within the Foodbank.

Communications

- Maintain a Foodbank phone and email account
- Regularly update social media (e.g. Facebook) and website
- Be first point of contact for enquiries, responding on behalf of the Foodbank.

Food Supplies

- Liaise with Warehouse coordinator to monitor stock levels, issuing appeals as necessary in a timely fashion.
- Support coordination of the movement of stock from donation centres, to warehouse to Foodbank.
- Complete an annual stock take in line with Trussell reporting procedures.
- Coordinate the provision of catering for the Foodbank Café.

Data

- Utilise the on-line data management 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 communication with referral agencies
- Liaise closely with other organisations providing advice at the Foodbank Café
- Identify points of collaboration and connection with other agencies
- Visit local schools, churches and businesses to promote Foodbank and its specific needs.

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 with advice and guidance from Board of Trustees
- Seek speaking engagements in local churches and other organisations, with a view to growing the volunteer pool and asking for financial and prayer support for the charity
- Maintain social media presence.

Safeguarding

- To act as Designated Safeguarding Lead for the Foodbank
- To be familiar with the Trust's Safeguarding Policy, and comply with that policy.
- Liaise with Lead Trustee for Safeguarding about any safeguarding issues.

Health and Safety

- To act as Health and Safety lead for the Foodbank
- 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 Ribble Valley Gateway Trust 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 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, charities, civic groups, churches, 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 The Trussell Trust.

Training

- To attend such training as identified as necessary to ensure updated knowledge and best practice in managing a Foodbank. Such training identified may be provided by Trussell, or other agencies.
- Safeguarding training – provided by the Ribble Valley Gateway Trust
- 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
- Familiarity with churches and Christians of different denominations

Desirable Skills and Experience

- 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
- 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 strongly supportive of the Christian faith and the charitable objectives of the organization.
- 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 Ribble Valley

Training provided

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

