Foodbank and Bounty Club Job Description

Job Title: Foodbank and Bounty Club Site Manager **Hours:** 35 hours per week

Location:, St Paul's Church, College Square, Harlow **Salary:** £25,480 per annum

Date: July 2023

Responsible to: General Manager, Harlow Foodbank and Bounty Club

Responsible for: Hosting and managing St Paul's site for the Foodbank and Bounty Club.

Summary of the purpose of the job:

Foodbank:
To manage the Harlow Foodbank / Bounty Club site based at St Paul's Church in Harlow Town Centre, working in conjunction with Harlow Foodbank volunteers: creating a welcoming and supportive atmosphere for those coming for crisis food parcels.

General management of all Foodbank volunteers, including induction, rostering, communications and daily supervision.

To ensure that adequate food / other provisions are kept at the required levels to meet the needs of people in crisis who are referred to the service by voucher writers.

To take the lead in collaborating with other staff team members so that effective levels of communication keep the site running smoothly at all times.

Bounty Club
To ensure a warm welcome at registration / signing in of members using the Bounty Club.

To create a positive and welcoming atmosphere for members: managing the volunteers and general ambiance in the Bounty Club in accordance with protocols and practice devised for the project, ensuring that premises and operations work to best practice in health and safety throughout.

To deal with the general public and shoppers in a way that serves the objectives of this project, helping to keep order and create an affirming and helpful environment that respects the dignity and wellbeing of all who shop with us.

Main duties and responsibilities:

1. To work collaboratively with the MRCT team and volunteers, reporting to the General Manager of the Harlow Foodbank: creating good working practice and customer service when the Foodbank and Bounty Club are operating.

2. To take responsibility for the building, its contents and security.

3. Responsible for co-ordinating the volunteer teams at the Foodbank including the volunteer working timetable: ensuring the best use of skills and resources wherever possible.

4. To ensure that volunteers are trained to undertake responsibilities within the centre and that they meet the relevant legal requirements. This could include basic food hygiene, evacuation procedures, handling & lifting, H&S and Fire Procedures.

5. Collaborate in the management of food transfers from the Store House to ensure there is sufficient stock held and maintained to support current and future project growth.

6. Manage the day to day running of the satellite centre and bell tower, stock rotation, stock requirements, food distribution boxes and all statistical records.

7. Manage foodbank voucher redemption from service users and liaise with distributors and/or line manager should there be problems or discrepancies.

8. Monitor and evaluate service user needs and with centre volunteers support and where possible signpost them to the appropriate services in the community or host agencies in the premises.

9. Liaise with the General Manager to identify training and resource requirements to ensure consistent working practices across the service in Harlow.

10. Bring to the attention of the General Manager any concerns regarding the day-to-day operation of the Foodbank and Bounty Club.

11. To take responsibility for MRCTs / Harlow Foodbank compliance with Health & Safety, Trading Standards and Environmental Health regulations

12. To action telephone calls to the Foodbank site.

13. To pass on details of the redeemed foodbank vouchers from St Paul's so that they are entered onto the foodbank online database. Once completed the redeemed vouchers should be filed accordingly at the MRCT office.

14. To take responsibility for the Bounty Club's presentation, accessibility, ambiance and income management and management of the public: troubleshooting where needed.

15. To work in association with the other members of the Bounty Club team to help keep records that will enable the project to have reliable data on use and attendees where required.

16. Carry out all duties in a manner that is consistent with the MRCT policies and procedures, recognising the Christian ethos of the MRCT as a non-discriminatory, respectful and affirming organisation committed to the dignity of all people.

KEY SKILLS:

- Operating an elementary retail environment
- Customer relations
- Management of volunteers
- Ability to work with people who are facing difficult life situations
- Organisation and planning
- Interpersonal skills
- Communication - both written and oral
- Computer skills

PERSONAL ATTRIBUTES:

- Ability to work unsupervised
- Ability to work under pressure and to deadlines
- Honesty and integrity
- Ability to lead and work as part of a team
- Value all the people who come into contact or work with MRCT
- Physically fit and able to lift and carry when required

TECHNICALSKILLS / TRAINING:

Fire Evacuation
First Aid
Manual Handling
Basic Food Handling / Storage
Induction Training – Procedure for welcoming service users