



Trussell Trust Role Profile:

Brent Foodbank Assistant

Directorate:	Operations
Responsible to:	Brent Foodbank Project Manager
Salary:	£22,857 (FTE) pro rata per annum plus benefits
Hours:	Part-time (22.5 hours per week) - some flexibility over when these are worked
Contract:	Temporary for four months
Based:	Brent Foodbank

Role outline

This role involves supporting the food bank Project Manager with tasks such as the co-ordination and administration of home deliveries and overseeing volunteers to ensure the smooth and safe supply of food to those referred to the food bank.

Responsibilities

- Supporting the Project Manager in overseeing food bank centre sessions and managing the volunteers in the warehouse
- Coordinating and the administration of home delivery logistics and processes as well as greeting food donors and weighing in food donations.
- Coordinating the collection of food supplies from local supermarkets and collection points
- Administering the e-referral system and setting up new referral agencies on the system
- Assisting to serve people coming to the food bank and preparing emergency food parcels for collection and delivery
- Answering emails and phone calls from the public and referral agencies.
- Working with referral agencies that can provide further support to people who are being supported by the food bank and assist the project manager in developing signposting resources
- Entering data regularly on to the online data collection system
- Assisting the food bank Project Manager with general administration including updating the food bank website and social media accounts
- Adhering to all policies and procedures, including safeguarding, health and safety, manual handling and confidentiality, reporting any concerns to the Project Manager and ensuring that requirements are met in the warehouse and food bank centre
- Overseeing the food bank centre for short periods during the absence of the Project Manager
- Any other reasonable duties as specified by your line manager or members of the executive team to support the work of the Trust.

Training will be given in the IT systems used by the food bank as well as in manual handling, safeguarding, environmental health and food hygiene as required.

Person Specification

Requirement	Measures of success (Key Performance Indicators)
Some experience of volunteering, either in volunteer management or as a volunteer themselves.	Able to lead volunteers including those with additional care and support needs, in a multi- and no-faith environment.
Has an understanding of Health and Safety, Manual Handling and GDPR requirements in the food bank	Is able to ensure compliance with Trussell Trust and statutory policies in the day to day operation of the food bank.
An effective communicator, verbally and in writing. Is diplomatic and has the interpersonal skills needed in the role.	<p>Is communicative and approachable, able to communicate with people in a variety of settings and groups including food bank users, referral agencies and colleagues.</p> <p>Is a confident user of common IT applications such as Word and Excel and is able to enter data accurately.</p>
Ability to manage multiple demands, establishing clear priorities in order to meet agreed objectives.	<p>Has a clear idea of priorities, able to work independently and manages own time appropriately.</p> <p>Delivers key outputs and responds to requests in a timely fashion.</p>
<p>Is able to work through challenges in positive and effective ways</p> <p>Clear understanding of the need to maintain confidentiality</p> <p>Passionate about the work of the Trussell Trust and is sympathetic to its values and ethos</p>	<p>Demonstrates resilience, resourcefulness, flexibility and perseverance. Has the ability to work collaboratively as part of a team.</p> <p>Demonstrates personal integrity and commitment to the values of the Trussell Trust.</p> <p>Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds.</p> <p>Able to represent the Trussell Trust and its values effectively.</p>
Holder of a current clean UK driving licence (3 points maximum)	Willing and able to drive a van if required, to pick up food donations from collection points in the area served by the food bank.
Commitment to occasional need to work outside of normal working hours.	Willing to be available for work related travel.