

Job Description and Person Specification

ROLE:	Administrative Assistant of Ealing Foodbank
BASED AT:	St. Mellitus, Hanwell W7
REPORTING TO:	Foodbank Manager
HOURS:	12 month, fixed term contract @ 20 hrs per week, over 5 days, Monday to Friday
SALARY:	London Living Wage
START DATE:	As soon as possible with a 3 month probationary period

Ealing Foodbank supports people in crisis situations with 3 days' worth of emergency food supplies. We opened our doors in 2013 and operate five distribution centres per week in Hanwell, Acton, Southall and Greenford. We hope to reopen in Northolt and Ealing Green later in 2021, after the pandemic. Our food storage facilities and offices are currently located at St Mellitus Hall, Hanwell.

Ealing Foodbank is an independent Christian led charity affiliated to the Trussell Trust and its network of 400 plus foodbanks in the UK. We work with front-line care professionals from 200 organisations in the borough of Ealing. The Christian faith underpins everything that Ealing Foodbank does and stands for.

Job Purpose

The Administrative Assistant will assist with all administrative activities to support and enable the operation of Ealing Foodbank.

Based in the office in Hanwell, the Administrative Assistant will need to be confident about working alone, as well as alongside the Manager, Deputy Manager and admin volunteers.

Hours of work can be flexible, but the aim is to have the office staffed for part of each day of the week, Monday – Friday. There will often be other volunteers present in either the office or the warehouse at the same time as the post holder.

The post-holder reports directly to the Manager.

Job Description

The Administrative Assistant will:

- a) Carry out day-to-day office admin: responding to emails; taking phone calls and other admin duties as required; answering enquiries from visitors; liaising and working with a team of volunteer admin support
- b) Provide admin support as required to all departments of Ealing foodbank
- c) Carry out regular daily admin to enable clients to access the foodbank including phone calls, online booking system and end of day summary
- d) Maintain and update email address book for referral agencies and partners, volunteers, donors and supporting churches
- e) Work with the Manager/Deputy to maintain and update the Directory (general volunteer information and signposting information using a shared OneNote)
- f) Input data into the Foodbank's various data systems, ensuring accuracy and maintaining confidentiality
- g) Work with the Manager/Deputy to deliver a rolling diary of regular events and activities; liaise with the Social Media team, passing on suggestions for posts etc
- h) Contribute to the organisation of various Foodbank events throughout the year including the annual Christian thanksgiving event, food collections and fundraisers etc
- i) Support and be an advocate for the Vision, Mission and Values statement (see below)
- j) Support and become knowledgeable of the policies and procedures of Ealing Foodbank
- k) Ad hoc duties as required

Person Specification

Essential Criteria:

1. Excellent admin skills with a proven track record
2. Proactive and self-motivated with high level organisational skills, excellent attention to detail and ability to work independently
3. Excellent oral and written communication skills
4. Competent and confident IT user (MS Office)
5. Display sound judgement and is trustworthy
6. Able to establish a rapport, and work effectively with a variety of people with different beliefs, values and life experiences
7. Ability to demonstrate a knowledge of Data Protection and GDPR, equal opportunity policy and confidentiality and its relevance to the work of Ealing Foodbank
8. Passionate about supporting people in food crisis and tackling the root causes

Desirable Criteria

Experience of electronic filing organisation, production of documents, use of other software packages

Able to act as a public advocate for the foodbank and its clients

Pastoral Support and Review

Participate in an annual review with the Manager or their appointee

Ealing Foodbank is a charity founded on Christian principles. Not every member of the team is a Christian, but all must be comfortable with, sympathetic to and respectful of the Christian basis of the Organisation and its activities

To be considered for the post, please send a completed application form to Janet Fletcher, by 12 noon on Monday 21st June 2021.

Interview will be via zoom on Friday 2nd July.

Email: janet@ealing.foodbank.org.uk

Post: Janet Fletcher, St Mellitus Hall, 1 Church Rd, Hanwell, London W7 3BB

Mark your email or envelop CONFIDENTIAL

Please note: No CVs