

## Keynsham Foodbank Job Description

<b>Job title:</b> Foodbank Project Operations Manager	
<b>Main purposes of job:</b> To lead the operations team to achieve the objectives of the foodbank.	
<b>Department:</b> N/A	<b>Location:</b> Home based and with frequent visits to the four operations sites in Keynsham, Saltford and Markesbury.
<b>Position reports to:</b> Chair of the foodbank board of trustees.	<b>Position is responsible for:</b> the distribution centre and warehouse volunteer managers, the administrator and the social media manager.
<b>Length of contract:</b> two years	<b>Salary:</b> £18,000 per annum 21 hours per week (£30k pa full time equivalent)

### Main duties and areas of responsibility

1. Oversee the operational delivery of food bank services.
2. Develop and maintain systems and procedures to maximise the effectiveness of the volunteers in delivering our services and signposting other services to improve client outcomes in line with the strategy developed by the trustee board.
3. Provide leadership to the volunteer team, including maintaining open lines of communication, identify skills and roles required for the effective running of the food bank
4. Maximise awareness of and support for the foodbank in the local community and implement activities to increase food donations and fundraising.
5. Keep the trustees informed of the operational performance of the foodbank.
6. Ensure best practice in the areas of Health and Safety, Safeguarding and Data Protection.

<b>Person Specification</b>		
<b>Factor</b>	<b>Essential?</b>	<b>Desirable?</b>
<b>Qualifications</b> Will have a further education qualification.		X
<b>Relevant experience</b> Will have managed teams Will have worked in a not for profit environment either as an employee or as a volunteer Will have experience in a client facing / client support role	X	X  X
<b>Aptitude, skills and abilities</b> Collaboration and team skills and ability to manage volunteers, including the ability to collaborate, encourage, and build bridges. Strong organisational and communication skills. Confidence in the use of communications and information technology.	X  X  X	
<b>Personal attributes</b> Have empathy and ability to de-escalate issues To be solutions-focused with an eye for detail	X	X
<b>Disposition</b> Positive attitude	X	