

Job Title	S&EB Foodbank Administration Officer	Salary Grading:	Occupational Requirements:	Status	Work pattern	DBS Requirement:
Reports to	South & East Bristol Foodbank Manager (S&EBFB)	Ministry Support T6.0 – T6.6	Active Christian Faith	Fixed term	22.5 Hours per week	Basic check
Job purpose	To enable the mission of Jesus Christ through the provision of Trussell Trust Foodbank outlets at locations across South and East Bristol. To support the efficient operation of the Foodbank system and individual outlets.					
Key Responsibilities		Experiences and Qualifications		Job Dimension		
<ul style="list-style-type: none"> ○ Monitor foodbank email inbox and phone, responding promptly to incoming queries or escalating to appropriate manager. ○ Respond to routine enquiries relating to the foodbank's referral system, managing users and producing data reports for monitoring purposes. ○ Communicate key updates to volunteers one-to-one and via mass communications as needed. ○ Maintain accurate records of petty cash transactions. ○ Review and highlight key Trussell Trust updates and information to foodbank manager. ○ Support the team to organise the logistics of moving food around the network of outlets. ○ Support planning and delivery of food collections, school visits, fundraising events and corporate volunteering days. ○ Monitor stock levels in foodbank warehouse and update donors of needs via website and social media channels. ○ Assist in production of printed materials such as posters, shopping lists etc. ○ Help to plan and produce social media content in conjunction with the Foodbank Manager and inHope Communications Team, particularly around key donation periods e.g. Harvest. ○ Monitor and respond to messages on social media platforms or escalate these as appropriate. ○ Be risk aware, working in compliance with the Foodbank Handbook, local (outlet) and inHope policies and procedures. <p>General Duties</p> <ul style="list-style-type: none"> ○ To support other inHope activities as appropriate. ○ Christian pastoral care for colleagues within inHope. 		<p>Person Statement A flexible, relational and organised person with a track record and passion to serve others. With an eye for detail, a person who strives for efficiency and improvement; someone who can solve problems and work on a variety of short and long tasks through to completion. Has a sense of call to serve the Foodbank client group.</p> <p>Key Skills, Experiences and Qualities</p> <p>Essential</p> <ul style="list-style-type: none"> ● Has completed their secondary education, with Maths and English at GCSE Grade C, or equivalent. ● Efficient and accurate administrative skills, record keeping task monitoring. ● Ability to plan and prioritize your own workload effectively, working on your own or as part of a team, whilst adapting to changing needs and priorities. ● A confident and clear communicator with a wide range of people via the telephone, e-mail and face-to-face. ● The ability to think clearly, be optimistic and respond well during challenging interactions or with changing requirements. ● Recognises the confidentiality and sensitivity of client information and treats it accordingly. ● A team worker who can relate their own role to the purpose and mission of inHope. ● Experienced and confident in using Windows based IT, database and WordPress websites. <p>Desirable</p> <ul style="list-style-type: none"> ● Experience of work or volunteering in a similar setting. ● Full driving license and own car. 		<p>Team The Foodbank team are generally located at the various Foodbank outlets but have their own office base. The team are considered to be fully integrated within the wider inHope team. Informal teams exists both within each Foodbank outlet and across the different outlets.</p> <p>Key Relationships</p> <ul style="list-style-type: none"> ● Line managed by the Foodbank Manager, and their delegate, with regular review meetings to communicate on activities and progress against planned objectives. ● To appropriately support the Foodbank Manager, and Deputy Manager(s) in their roles. ● To work efficiently and supportively with outlet team leaders and other volunteers. ● To work cooperatively with the Volunteer Manager, the Fundraising and Communications team, the Finance and Operations team and the CEO. ● To establish and develop effective working with external partners and agencies. ● A fully participative member of the staff team attending staff meetings, prayer and worship times and training activities. ● To positively engage with appropriate external training. ● To build good and supportive working relationships with the whole staff team. 		