



## Foodbank Centre Manager (Cockermouth) Job Description

**Responsible to:** Foodbank Project Manager

**Responsible for:** Managing and coordinating the Foodbank Centre in Cockermouth for the North Lakes Foodbank

**Hours:** Approx 9 hours per week plus attendance at some meetings

**Voluntary post**

**Overall responsibility of the role:** lead a team of volunteers to ensure that all areas of the foodbank centre for North Lakes Foodbank are run efficiently and to a high standard, in accordance with The Trussell Trust franchise model and statutory requirements.

**Specific responsibilities:**

### *Foodbank centre outlets & Volunteers*

- Coordinate the volunteer team at the Foodbank Centre, including food daters
- Organise the volunteer rota and flag up any shortages to the Project Manager
- Train volunteers to undertake responsibilities within the Foodbank Centre and to meet the relevant legal requirements
- Develop and maintain suitable signposting resources to assist Foodbank Centre volunteers in pointing clients to other local agencies for further support
- Offer clients the opportunity for prayer, complying with Trussell Trust guidelines.
- Deal appropriately with any physical or verbal aggression from clients or any other issues
- Ensure that the Foodbank Centre is a safe space for all clients and volunteers, that safeguarding procedures are understood and implemented, and client confidentiality respected
- Facilitate a brief team meeting for Foodbank Centre volunteers at the beginning and end of every Foodbank Centre session
- Monitor health and safety at the Foodbank Centre and maintain records of accidents and "near misses"

### *Food store & supplies*

- Monitor stock levels at the Foodbank Centre and liaise with warehouse manager/supervisor to request re-supply of food and other provisions, as required

### *Data*

- Ensure all completed vouchers and packing lists are handled discretely, stored securely, and passed on regularly to the admin volunteer/team for entering onto the data collection system

### *Agencies*

- Communicate with referral agencies in response to queries or issues arising from vouchers presented by clients at the foodbank centre

### *Public Relations*

- Refer local press enquiries to the Project Manager

### *Quality Assurance*

- Undertake client surveys regularly to review the Foodbank Centre service and identify ways that could be developed and improved

### *Reporting to Foodbank Project Manager*

- Provide Project Manager with regular reports on the activity of the Foodbank Centre
- Bring to the attention of the Project Manager any concerns regarding the day-to-day operation of the Foodbank Centre for North Lakes Foodbank

### *Trussell Trust compliance*

- Ensure that all Foodbank Centre processes and procedures are followed as per The Trussell Trust Foodbank Operating Manual

### **Requirements:**

- Ability to plan and organise the day-to-day running of a Foodbank Centre session
- Ability to lead and work as part of a team
- Ability to handle difficult situations, involving conflict and aggression

### **Key Skills:**

- Good oral communication
- Ability to work independently and unsupervised
- Honesty and integrity
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds

### **Personal attributes:**

- Agree and support the Christian values of the North Lakes Foodbank
- Passionate about tackling poverty

### **Training**

Induction training

H&S, Environmental Health & Manual Handling as appropriate

Safeguarding

Food Hygiene as required

Handling Conflict and Aggression as appropriate