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**Sunderland Foodbank Coordinator**

**Responsible to:** Durham Christian Partnership Foodbanks Manager

**Salary:** £21,450 p.a. pro rata (£11.00/hr)

**Hours:** Part time including out of hours and weekend work as needed. Initially 25 hrs / week.

This is an exciting and challenging opportunity to be involved in managing and developing the Sunderland foodbank network and operations.

We are seeking a part time manager to join our team to develop, coordinate and manage a foodbank network and teams of volunteers across the City of Sunderland. Communication with the rest of the team based at our offices in Chester-le-Street is mainly by telephone and email.

Sunderland foodbank uses the Trussell Trust operating model and is part of the national foodbank network. The project is Christian based, and we welcome applications from people who subscribe to Christian values and principles: we do not discriminate on religious grounds.

You will work closely with the trustees, staff and volunteers of Durham Christian Partnership (DCP) the parent charity, who run multiple projects improving care and support for people in County Durham and beyond.

***Role Description:***

The Sunderland Foodbank Coordinator will develop manage and coordinate the foodbank network across the City of Sunderland. This will include foodbank centres’ support, overseeing the Food Supply Coordinator, meeting legislative standards stated in the Trussell Trust Operating Manual, fundraising and communications, recruitment of volunteers and networking with other agencies and companies to develop partnerships which support the foodbank and its users. This can be a physically demanding role and will involve handling heavy boxes of food and accessing buildings with stairs.

***Reporting to Durham Christian Partnership Foodbanks Manager***

* Progress on development of the Foodbank Network in Sunderland.
* Maintain the social media presence of Sunderland foodbank
* Work closely with the DCP Foodbank Manager (FM) regarding progress and cross-border activity with the County Durham distribution points.
* Ensure volunteer documentation is maintained
* Ensure records of donations, collections, stock levels and items needed for the Foodstore are being maintained.
* Bring to the attention of DCP FM any concerns regarding the day-to-day operation of the Sunderland foodbank network and main foodstore.
* Advise the DCP CEO of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation

***Foodbank Management Group***

* Attend regular meetings of the foodbank management group
* Undertake the relevant parts of the Quality Assurance visits from The Trussell Trust

***Foodbank centres & Volunteers***

* Liaise with foodbank centre coordinators and Food Supply Coordinator regarding the re-supply of food and other provisions to centres including transportation, as required and general operating procedures.
* Work with the foodbank centres to develop additional facilities, support and advice to enhance the service to foodbank clients.
* Liaise with the DCP Foodbanks Manager, foodbank Office administrator and Food Supply Manager to ensure smooth running of the Sunderland foodbank as a whole
* Ensure that volunteers are trained to undertake responsibilities within the foodstore and foodbank centres and to meet the relevant legal requirements. This could include basic food hygiene, first aid, evacuation procedures, manual handling and lifting, health and safety and fire procedures
* Ensure that adequate support arrangements are in place to encourage and safeguard any supported volunteers or those with any physical or mental health issues.
* Ensure that relevant SLA’s/risk assessments are in place when volunteers come through other organisations.
* Ensure safeguarding procedures are in place and are followed
* Ensure all administrative duties are met in a timely fashion including all data input for the volunteers, foodstore and foodbank centres.
* Communicate with volunteers and potential volunteers to identify needs not being met
* Conduct exit interviews where appropriate to identify reasons why volunteers stop volunteering

**Agencies**

* Communicate with referral agencies in response to queries or issues arising from vouchers presented by clients at foodbank centres.
* Encourage partnership working and a presence in foodbank centres of advisers and support workers from relevant agencies.
* Regular liaison with SCC People Services Directorate

***Finance***

* Promote fundraising opportunities and develop relationships with possible sources of funding.
* Prepare grant and other funding bids, and ensure monitoring data is collected
* Comply with DCP finance policy.
* Provide the treasurer with details of payments and receipts, and supporting documents, to enable proper accounting
* Work with the management team in producing project budgets

***Data***

* Ensure that all main foodstore and foodbanks paperwork is stored securely and is entered onto the data collection systems
* Be familiar with the on-line data system, monitoring the key data indicators (particularly regarding stock levels and foodbank usage)
* Maintain data privacy in accordance with GDPR

***Report to***

* DCP Foodbanks Manager

***Disputes Reconciliation***

* Durham Christian Partnership CEO / Trustees

***Probationary Period***

* The first 3 months of employment will be on probation, this may be extended if required.

***Duration***

* The post is offered initially for 12 months which will be reviewed in the light of funding availability and project progress.

***Working pattern***

* The work will be spread across the week during normal 9 – 5 office hours Monday to Friday. There may also be a requirement for evening and weekend working to fulfil the role. (For example community events and supermarket collections at weekends). Hours will be flexible to accommodate this.

***Working Location***

* The main office for the foodbank is presently in Chester-le-Street. The Sunderland Foodstore is at 90 Coronation Street, which will be the primary place of work. Some travel will be necessary to visit distribution centres and collection sites across the City of Sunderland and County Durham and further afield for conferences or to visit other foodbanks. Applicants must have a UK driving licence and access to a car (mileage rates will be paid in accordance with HMRC AMAP rates). Experience of driving LGV’s would be useful.

**Holidays**

* 23 days plus bank holidays pro rata. Some holiday days will be mandatory to be taken during closures of your place of work.

**Salary**

* The initial salary offered is £11.00/hour.
* There is a workplace pension in operation with an employer contribution of 3%.

**Training to be provided**

* Induction training – foodbank governance, administration, and operations
* IT training as required on specific databases and tools used by foodbank
* Health & Safety, including manual handling.
* Environmental Health and other training as appropriate

Note to applicants: *This is a position in a developing charity, which will evolve over time, attracting relevant duties and responsibilities as they arise, and the prospective candidate should be prepared for additions and amendments to this provisional job description.*

**Person Profile**

# Key Skills

* Ability to operate within a rapidly developing and innovative project
* Good computer skills are essential, including regular use of Windows, email, Internet, word processing, spreadsheet, and presentation software. Experience of O365 desirable.
* Social media (Facebook and Twitter) experience and familiarity
* Strong interpersonal skills and the understanding to engage with and support volunteers and vulnerable people
* The ability to mediate and defuse conflicts between people and deal with “difficult” people
* Good standards of communication - both written and oral, in person, via telephone and email
* The ability to cope flexibly with multiple and varied demands with good time management skills
* The role can involve handling heavy boxes of food and accessing buildings with stairs
* Knowledge of the benefits system and both voluntary and statutory support agencies desirable
* An ability to develop, interpret and implement policies and procedures

**Experience and Qualifications**

* Experience of managing and leading volunteers in a client supporting environment
* Experience of meeting and setting deadlines
* Experience of building partnerships to deliver a service
* Experience of working with statutory, corporate and voluntary organisations
* Understanding and experience of DBS checks and Safeguarding highly desirable
* Experience of recruiting and training volunteers
* A full driving licence and use of own car

# Personal Attributes

* Agree and support the Christian values of The Durham Christian Partnership

# Ability to work unsupervised and solve problems using own initiative

* Ability to work under pressure and to deadlines including out of hours and weekend work
* Honesty and integrity
* Ability to work as part of a team
* Value all the people who come into contact with or work in Durham Christian Partnership and Sunderland Foodbank Network.

**Application Process**

* Complete the application form and send it with an up-to-date CV preferably via email.
* Selected applicants will be invited to attend for interview
* Subject to satisfactory interview and references a selection and appointment will be made from suitable applicants
* An enhanced DBS may be required prior to appointment or at any time during employment.

**Timescale**

* Closing date for applications is: **Midnight 22 April 2019**
* Interviews planned for: **30 April** – candidates must be able to attend interview then
* Anticipated start date: By agreement but expected to be between 6 May and 3 June

**Contact Details:**

Office Administrator

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**Durham Christian Partnership**

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