



Foodbank Administrator Job Vacancy

Our organisation

Leeds North and West foodbank is a local Christian charity that is partnered with the Trussell Trust, a UK wide foodbank network, whose experience and expertise in this area has led to over 400 food banks operating throughout the UK.

The foodbank was set up in 2015 following the reorganisation of Leeds foodbank and opened as the charity Leeds North and West foodbank with a warehouse and six distribution centres across the northern and western areas of the city. We have increased the number of distribution centres to nine over the last six years. The foodbank provides free short term emergency non-perishable food to people in crisis, in the form of food parcels that provide a family or individual with a minimum of three day's supply of nutritionally balanced food.

Prior to the COVID-19 Pandemic food parcel recipients were issued food vouchers by one of our 200 referral agencies which they presented to one of our distribution centres; Moortown (LS17); Woodhouse (LS2); Lower Wortley (LS12); Bramley (LS13); Horsforth (LS18); Hawskworth Wood (LS5); Ireland Wood (LS16); Pudsey (LS28) and Armley (LS12). In our 2019-20 reporting year we fed 16,075 people with food sufficient for 10 meals over three days.

Since May 2020 we have been delivering our food support directly to people's homes following referrals made to us using our new online referral system, our volunteer drivers have delivered food for 12,023 people during this time.

We are now looking to start reopening centres in a safe way whilst continuing our delivery service alongside the opening of centres.

Food is donated

Almost all food given out is donated by schools, churches, businesses and individuals through appeals, Permanent Collection Points (PCPs) or supermarket collections and food collections at Leeds United Elland Road football ground. Such collections engage the public at supermarket collections where they are met by volunteers who offer shoppers a 'foodbank list' and ask them to buy an extra item with their shop. This food is then collected at the checkout before being taken to the foodbank warehouse. As well as providing emergency food, Leeds North and West foodbank provides other essential items like washing powder, toiletries and at some of our centres fresh fruit and vegetables may be available.

Food is sorted and stored

At our warehouse, donations are sorted, checked for damage, weighed and packed into crates then stored, by volunteers. Food is also packed at the warehouse into Emergency Food Boxes ready for distribution to clients by our delivery driver volunteers.

Frontline professionals (our Referral Agencies) identify people in need

Every client is referred by frontline care professional agencies, such as advice centres, family hubs, school pastoral staff, probation officers, health visitors, Housing Associations and mental health teams as well as social workers. They identify people in crisis and issue them with a food bank voucher either remotely online, or a physical voucher to take to a centre.

Clients receive food

Clients can where centres are open bring their voucher to a food bank distribution centre where it can be exchanged for three day's supply of emergency food. Food parcels have been designed by NHS dieticians to provide recipients with nutritionally balanced food. We do our best to adapt our standard food parcels pick lists for those with specialist dietary requirements such as gluten free or vegetarian. Currently we also deliver parcels to clients referred using our online referral system.

Clients are signposted to further support at the foodbank centres

Our foodbank distribution centres take the form of pop up cafes in premises offered to us at minimal or no cost. Volunteers meet clients over a cup of tea and a bite to eat, at which time they listen to the client's story and, when appropriate, signpost a client to agencies who can help resolve longer-term problems. As foodbanks are an emergency food provision service, it is important to get clients in touch with organisations who can help them address their underlying problem(s). We create a warm, welcoming environment in each of our centres to help clients feel at ease.

Leeds North and West foodbank is non-judgemental and inclusive, providing assistance to people of all backgrounds and varying religious beliefs or none, who are found to be in genuine need. This community project is, at its heart, about local people helping other local people in crisis. Our food bank is run by the community for the community.



Foodbank Administrator

Job Description and Person Specification

This job description outlines the key accountabilities of, and output required from the post holder. It is not a definitive list and the role may well change and evolve over time.

JOB DESCRIPTION

Responsible to: Operations Manager of Leeds North and West foodbank

Responsible for: No Direct Reports

Salary: £ 10.30 per hour

Part-time 25 hours/week Monday to Friday afternoons with some flexibility

Temporary: 1 Year Contract with potential for extension dependant on funding

Overall responsibility of the job: This role is to support our operations as we prepare to reopen some of our foodbank centres alongside our current delivery service to clients who are unable to attend centres due to COVID. It involves supporting the food bank management team with administration tasks such as responding to emails, liaising with our referral agencies, updating voucher data online, creating delivery driver schedules, and maintaining databases.

Specific responsibilities:

- Carry out tasks under the guidance of the Management Team

Data input and GDPR adherence

- Monitor incoming enquiries and referrals and ensure the online referral system is kept up to date.
- Ensure all required information from fulfilled vouchers is entered onto the online data collection system on a daily basis
- Securely store all completed vouchers / delivery schedules and signed delivery lists together in a locked filing cabinet
- Adhere to all Data Protection Act requirements

Preparation of delivery schedules

- Download referrals from the Trussell Trust database and create optimum delivery routes for each delivery team for the following day utilising route planning software.

- Prepare packing/delivery lists for the following day ensuring any special requirements are noted for the volunteers.
- Assist Foodbank Centre Volunteers to use the database as required to enable them to monitor incoming referrals for their centre

Referral Agencies

- Communicate with referral agencies in response to queries or issues arising from referrals made by them.
- Maintain the database of referral agencies encouraging them to use the online referral process where possible and arranging supplies of paper vouchers for those who are unable to use this.

Communications

- Monitor the info@ and e-referrals email accounts
- Be the first point of contact for enquiries regarding food bank referrals, whether from clients or agencies, responding on behalf of the foodbank with assistance from the Foodbank operations manager or Project Director as appropriate.
- Take minutes at meetings and disseminate to attendees
- Manage incoming and outgoing post, directing post to relevant team members and recording of any financial donations made by post, sending letters/emails of thanks to financial donors as required.

Public Relations

- Refer all press enquiries to the Project Director

Whilst the Charity welcomes applications from persons with varying religious beliefs, or none, a commitment to support the Christian ethos and values in the delivery of the food bank's activities is essential for the post.

PERSON SPECIFICATION

Experience:

- Experience of working or volunteering in an organisation that deploys volunteers
- Planning and organising people and tasks
- Working as part of a team
- Ability to prioritise and work to a deadline
- Handle difficult situations, including conflict and aggression
- Willingness to work flexibly in response to changing needs of the charity

Key Skills:

- Good oral and written communication
- Ability to work independently and as part of a team
- Excellent time management skills
- Confident user of email, document and spreadsheet applications, and internet
- Empathy and ability to communicate and work with people from disadvantaged, marginalised, or socially excluded backgrounds

Personal attributes:

- Honesty and integrity
- Passionate about tackling poverty

Training Provided

Induction training

H&S, Environmental Health & Manual Handling as appropriate

Children and adults with care and support needs protection as required

Handling Conflict and Aggression as appropriate