

Job title: Foodbank Administrator

Fixed term contract of 6 months with a view to extend.

Hours: 10 hours a week.

Salary: £12 per hour.

Responsible to: Food bank project manager

Responsible for: A range of tasks, including administrative tasks that will ensure the smooth running of the food bank project

Role outline:

Provide support to the food bank project manager to ensure the smooth running of the food bank project.

This will involve managing emails including food bank referrals from our partner organisations, logging information into the database, answering the phone, dealing with queries and general office administrative tasks, welcoming visitors, receiving food donations.

Responsibilities

Reporting to foodbank project manager

- Report to the project manager who will direct daily tasks.

Referrals

- Complete administrative tasks that ensure smooth operation of the referral process. This will involve receiving, acknowledging requests for food aid via email and phone. You'll liaise with the food distribution hubs, clients and referral partners as needed to ensure emergency food aid gets to the right people/places at the right time.
- Communicate with referring agencies in response to queries or issues
- As required, data entry regarding food parcel requests into the food bank records.

Communications

- Use the foodbank phone and email account
- Be a point of contact for enquiries, responding on behalf of the foodbank with assistance from the project manager and other volunteers and Trustees
- Pass information to the Communications and Marketing team to ensure great communications with volunteers, donors and other supporters

Volunteers

- Liaise with volunteers to ensure enough volunteers available to fill rotas which are overseen by the project manager

Visitors

- Greet visitors and help with receiving food donations or providing food bank information

Other tasks

- Assist project manager as required to ensure smooth operations.



Key Skills

- Good communicator
- Flexibility
- Ability to operate successfully in a small team environment
- Confident user of email, word processing, Excel, and internet
- 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

- Passionate about tackling poverty
- Sympathetic to the values of One Can Trust Foodbank

Future plans for project

- The food bank project has seen significant growth in need for food aid in since opening in 2011 and with significant recent increase in demand. We want to maintain a sustainable and secure service. A second part time member of staff is required to achieve this.

How to apply. Please send your CV and a covering letter outlining your suitability for the role to