



## Programme Assistant

### Job Description

*The One Can Trust foodbank works closely with community partners to provide vulnerable families and individuals in South Bucks with essential weekly food parcels. It is comprised of a small team of 11 staff who work closely with approximately 300 volunteers to meet the growing demand, recently 800 people per week in High Wycombe and the surrounding areas of South Bucks. Our new 'Programmes' give further support to these clients and other vulnerable people in the area.*

Aim of Role	<p>The Programme Assistant will assist the Food Programmes Manager in proposing and delivering a number of Food Programmes to assist those in our community who could benefit from additional support.</p> <p>The Food Programme team has the purpose of delivering a number of food and community-based programmes to One Can Trust Clients. Alongside a team of committed and passionate volunteers the Food Programmes team work closely with the community to support those who would benefit from programmes such as our Community Café – Together We Can, our weekly Cookery Courses, our Half Term Dinner programme, Together We Can Provide and our new upcoming School Meal Club.</p> <p>This role will include direct contact with clients through phone calls, and in person support at any of our community programmes (named above). You will also be expected to make regular contact with schools, community groups, local councillors and other key contacts to either promote our services, provide support, enquire regarding bookings etc.</p> <p>In order to succeed as our Programme Assistant, it is required that you have an interest in food and food provision, that you are passionate about helping people, great at developing strong interpersonal and communication skills, be understanding and a great listener, you will also need to think outside the box to promote new programme ideas, it is essential that you are able to take your own initiative and be proactive as well as keeping up to date with current affairs in relation to food insecurity.</p> <p>These are the key qualities that would help you not only enjoy your job, but also make it a rewarding career through continuous impact that you would be making on a daily basis. Other personal skills and characteristics include:</p> <ul style="list-style-type: none"> <li>• Organisational skills</li> <li>• Cooperative attitudes and ability to work in a team</li> </ul> <p>This role can be demanding at times, the reality of food poverty and insecurity can become quite overwhelming so it's essential that you are able to keep professional whilst being empathetic to all client situations. Whilst the reality is hard hitting the Food Programmes team is committed to giving our clients the tools, additional support and extra provision to alleviate some of the pressures.</p>
Reporting to:	Cara Nightingale – Food Programmes Manager

<p>Time Commitment</p>	<p>30 hours per week* Over four days (Monday – Friday). Ideal hours would be 09:00 – 16:30. (7.5 hours with a 30-minute unpaid lunch break)</p> <p>You will also need to be available to work out of office hours to support our programmes. Any additional hours worked on top of the contracted 30 hours will be given back to you in Lieu.</p> <p>When needed you will be expected to support the main food bank operation along with the rest of the staff team during busy periods.</p> <p>*There may be some flexibility around the working hours, if required.</p>
<p>Location</p>	<p>Main duties at One Can Trust in High Wycombe, 11b Duke Street, High Wycombe, Bucks, HP13 6EB (6EE for sat nav)</p> <p>Further duties at other venues around High Wycombe for Community Café and other community initiatives.</p>
<p>Main Tasks</p>	<ul style="list-style-type: none"> <li>❖ Assist the Food Programmes Manager by delivering programmes to support our clients and the local community.</li> <li>❖ Actively make contact with clients to invite them to Food Programmes</li> <li>❖ Gain essential feedback directly from clients and programme attendees.</li> <li>❖ Actively make contact with local schools and build relationships with community groups</li> <li>❖ Be passionate about community initiatives and have own ideas about possible upcoming Food Programmes.</li> <li>❖ To support our dedicated team of volunteers.</li> <li>❖ Carry out administrative duties in line with the needs of the programme.</li> <li>❖ Use Excel spreadsheets to manage programme bookings/ log sign ups.</li> <li>❖ Use social media platforms such as Facebook to keep abreast of local resources and other charities' events.</li> <li>❖ Be proactive in taking photos to share on social media.</li> <li>❖ Assist in advertising, recruiting and supporting a team of volunteers.</li> <li>❖ Follow One Can Trust's policies and procedures including confidentiality and data protection policies.</li> </ul>
<p>Skills / Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> <li>❖ Previous experience in assisting programmes/projects</li> <li>❖ Personal passion for cookery, food and healthy living</li> <li>❖ Confident with an ability to work on own initiative</li> <li>❖ To be a good listener, be kind, caring tactful and empathetic</li> <li>❖ To be responsible and non-judgemental</li> <li>❖ To be friendly, informal and professional to build rapport.</li> <li>❖ Respect equality, diversity and inclusion</li> <li>❖ Good level of IT skills including use of Word and Excel.</li> <li>❖ Good understanding of social media platforms: Facebook, Instagram and Linked In</li> <li>❖ To attend training and CPD courses as and when needed.</li> </ul> <p>Desired</p> <ul style="list-style-type: none"> <li>❖ Previous volunteering / charity experience</li> </ul>

<p>What we can offer you</p>	<p>Working at One Can Trust can give you the opportunity to:</p> <ul style="list-style-type: none"> <li>❖ Learn or try new things and develop new skills</li> <li>❖ Gain work experience to add to your CV</li> <li>❖ Meet new people, make new friends and be part of a friendly team</li> <li>❖ Build your confidence and challenge yourself</li> <li>❖ Give back to your community</li> <li>❖ Gain significant exposure to the many facets of a well-respected local charity.</li> </ul> <p>We will also offer:</p> <ul style="list-style-type: none"> <li>❖ A competitive salary (£21,840PA), holiday allowance and pension scheme.</li> </ul>
<p>Additional Information</p>	<ul style="list-style-type: none"> <li>❖ All staff and volunteers will be registered for a DBS (Disclosure and Barring Service) check and will be required to provide a range of ID documents for example passport, driving licence, bank statement, utility bill etc. This check will confirm that you do not have any criminal convictions that would prevent you from being able to volunteer with vulnerable adults or children.</li> <li>❖ All staff and volunteers are also required to provide names of two referees who will be contacted about your suitability for the role.</li> <li>❖ Full training and mentoring will be given with the opportunity to shadow other members of the team as part of the training.</li> </ul>
<p>Get in touch</p>	<p>If you think this opportunity could be for you, please send you CV and cover letter / email to:</p> <p>Cara Nightingale, Food Programme Manager          Email: <a href="mailto:cara.nightingale@onecantrust.org.uk">cara.nightingale@onecantrust.org.uk</a></p> <p>Closing date for applications: 31st March 2024</p>