



## **SOCIAL MEDIA and FOOD BANK ADMINISTRATOR**

**FULL-TIME\*, High Wycombe**

**£25,000 pa + benefits**

### **Are you:**

- ❖ Looking for a new challenge in a fast-paced and unique environment?
- ❖ Organised with meticulous attention to detail?
- ❖ Enjoy team work and working with a wide range of people?
- ❖ Have strong interpersonal skills?
- ❖ Looking to 'put something back' for a very worthwhile cause?

One Can Trust is a High Wycombe based charity that has been serving the local community with emergency food parcels for the past 13 years. We are looking for a new **Social Media and Food Bank Administrator**. This exciting role offers the unique combination of creating and managing the charity's digital presence in addition to more hands-on day to day activities within the food bank. This is a fantastic opportunity for someone to utilise and learn new skills for a very worthwhile cause.

We are looking for a fast-learner to pick up the reins with a positive 'can-do' attitude and join the small core Operations Team in our busy office in Duke Street, High Wycombe.

### **Duties include:**

- ❖ Creating and managing content for One Can Trust's social media platforms and analysing social media performance metrics.
- ❖ Monitoring and responding to social media posts and comments.
- ❖ Providing website updates to keep content fresh and engaging.
- ❖ Coordinating content and production of the monthly Mailchimp newsletter for staff, trustees, volunteers, donors and supporters. Providing weekly volunteer / social media updates regarding current stats and required donations.
- ❖ Tracking and processing returned parcels: liaising with clients to arrange redelivery or collection and updating the team with appropriate information.
- ❖ General daily office tasks including: answering the phone, replying to emails, logging any post / donations.

- ❖ Where necessary, assisting with the input of referral information into the referral database and producing parcel lists.
- ❖ Within reason, any other administrative and support duties, as required. Very often, this can simply involve rolling up your sleeves to pack or deliver parcels when volunteers are unavailable at short notice!

### **Key skills and requirements:**

- ❖ A strong working knowledge of key social media platforms such as Facebook, Instagram and Twitter and their respective audiences.
- ❖ A strong working knowledge of Microsoft packages such as Word, Excel and Powerpoint. Knowledge of other packages such as Mailchimp, Canva and SurveyMonkey would be advantageous.
- ❖ Graphic design experience would be advantageous.
- ❖ An ability to remain calm in a busy office environment is crucial, whilst remaining polite, friendly and professional at all times.
- ❖ Excellent attention to detail is essential coupled with impeccable verbal and written skills also.
- ❖ Full driving license. The successful candidate will be subject to the provision of satisfactory references and a Disclosure and Baring Service (DBS) check in addition to being authorised to work in the UK.

### **What we offer you:**

- ❖ A competitive salary (£25 000 pa)
- ❖ 25 days holiday (plus the usual statutory and public holidays)
- ❖ Pension scheme

Find out more about One Can Trust by visiting our website [www.onecantrust.org.uk](http://www.onecantrust.org.uk)

To apply for the Social Media and Food Bank Administrator position, please email Jo Belshaw, Operations Manager at: [jo.belshaw@onecantrust.org.uk](mailto:jo.belshaw@onecantrust.org.uk) with your CV and cover letter explaining why the job interests you.

**Closing date** for applications is **30<sup>th</sup> April 2024** – previous applicants should not re-apply.

\* Ideally, we are looking for someone to work full time (35hours/week). However, we would consider reduced hours or possibly a job share. The role would need to be office based (11 Duke Street, High Wycombe, Bucks, HP13 6EE).