



EST. 1910

**SAINT WILFRID**

BOGNOR REGIS

## **OPERATIONS MANAGER: JOB DESCRIPTION**

### **PROFILE**

Working Hours 30 per week, Permanent Contract

£28-31K Full time equivalent - Reports to Board of Trustees

DBS Check Required: Yes

### **ROLE CONTEXT**

Bognor Regis Foodbank is part of the Trussell Trust network. It is overseen by a Board of Trustees and is aligned to Saint Wilfrid Church in Bognor Regis. The Foodbank is an integral part of the mission of the church to love God deeply, love each other genuinely and to love our community passionately.

We operate within the Bognor Regis area to serve the people in the community through practical help and support. The Foodbank provides emergency food, support and advice to those experiencing food poverty, and offers a one-on-one Financial Inclusion programme, which is run in partnership with the local Citizen's Advice Bureau.

As part of the Trussell Trust Network, our Foodbank aligns itself with the Trussell Trust's desire to work towards, and campaign for change, and to see an end for the need for food banks in the UK.

### **ROLE PROFILE AND OBJECTIVES**

We are looking for a pro-active Operations Manager to lead our amazing and supportive team of paid staff and volunteers and oversee the operation of the Foodbank in accordance with the Trussell Trust franchise model.

With the support of the Trustees, the Operations Manager will seek to develop the work of the Foodbank to serve the local community in relevant and practical ways and seek to help local people out of poverty and food insecurity. In doing so, the role strives to enable transformation in individuals and our community.

### **ROLE RESPONSIBILITIES**

Based in the Foodbank centre on Argyle Road, the Operations Manager will be confident about working alone, as well as with other team members. The current Foodbank Team is comprised of paid staff and volunteers and the Operations Manager will oversee the smooth running of day-to-day operations of the foodbank.

#### *Strategic development:*

- Seek to strategically develop the work of the Foodbank to meet the current need, exploring models of operation and service.
- Work with local churches and develop contacts with the wider support structures locally to consider ways of combating food poverty.

- Maintain links with Trussell Trust, ensuring an awareness of developments in food poverty.

#### *Foodbank Centre & Volunteers:*

- Build and maintain strong relationships amongst the Foodbank employees.
- Ensure the coordination of the volunteer team rota at the foodbank centre.
- Enable the training of volunteers to undertake responsibilities within the foodbank centre and to meet the relevant legal requirements.
- Seek to develop and release the skills of the volunteers across the various aspects of the foodbank operation.
- Manage volunteers in a way that supports them practically, emotionally and spiritually.
- Develop and maintain suitable signposting resources to assist foodbank centre volunteers in pointing clients to other local churches and agencies for further support.
- Ensure that the foodbank centre is a safe place for all clients and volunteers, that safeguarding procedures are understood and implemented, and client confidentiality respected.
- Facilitate a brief team meeting and time of prayer for foodbank centre volunteers at every foodbank centre session, wherever possible.
- Monitor health and safety at the foodbank centre and maintain records of accidents and “near misses”.
- Deal appropriately with any physical or verbal aggression from clients, or any other issues.

#### *Food Store & Supplies:*

- Ensure the monitoring of stock levels at the foodbank centre and any off-site storage, issuing appeals for stock as necessary.
- Liaise with the stock manager to monitor operational efficiency.
- Liaise with the stock manager to monitor Health and Safety, ensuring compliance with statutory requirements and good practice.

#### *Communications & Relationships:*

- Develop and enhance relationships with individual churches and Bognor Churches Together.
- Develop and enhance relationships with referral agencies.
- Using a foodbank phone and email account to be the main point of contact for enquiries.
- Ensure the website and social media presence is kept up to date.
- Enable the provision of newsletters and social media presence to maintain engagement of supporters and partners.
- Issue press releases as appropriate, and respond to local press enquiries, with the support of the Trustee team and Trussell Trust where necessary.

#### *Data:*

- Be familiar with the on-line data system, monitoring the key data indicators.

- Support those entering data on the data collection system to ensure regular and accurate data of stock and vouchers.
- Extract data for reports to the trustees and funders.
- Ensure all completed vouchers and packing lists are handled discreetly, stored securely and passed on regularly for entering onto the data collection system.

*Finance:*

- Comply with the foodbank's finance policy regarding spending processes and petty cash.
- Maintain up to date grant application template and ensure grants are applied for.
- Liaise with the trustees to identify resources for central purchase.
- Provide the volunteer treasurer (Trustee) with details of payments and receipts, and supporting documents, to enable proper accounting.

*Reporting to Trustees:*

- Report to the charity's trustees at least bi-annually and as required.
- Advise the trustees of exceptional events, such as complaints, major press contacts, accidents, external evaluations or risk to reputation.

*Trussell Trust compliance & Quality Assurance:*

- Comply with the terms of the foodbank franchise, including standard operating procedures.
- Monitor the views of stakeholders.
- Undertake the annual Quality Assurance visit from The Trussell Trust.

**SKILLS KNOWLEDGE AND EXPERTISE**

**ESSENTIAL:**

- A conviction to play an active part in tackling food poverty and insecurity.
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds.
- Established ability to plan, organise and manage day-to-day operations.
- Experience of managing people and working as part of a team.
- Be a strategic thinker, including the ability to manage and monitor the development of future ambitions.
- A personal ability to pray with our clients when appropriate.
- There is an occupational requirement for the successful applicant to be a Christian, because the role involves working within a context where Christian prayer and the sharing of faith will occur. The Operations Manager also works closely with and for others from a variety of churches.
- Ability to be creative in problem solving.
- Flexibility and proven ability to manage a large number of different tasks.
- The skills to work under pressure and to deadlines.

- Excellent and established interpersonal skills demonstrating a value to all people.
- Excellent communication skills – both written and oral.
- Ability to work independently and unsupervised.
- Comfortable with IT systems, including databases.
- Physically fit and able to carry out physical work as needed.
- A Disclosure and Barring Service check before starting role.

**DESIRABLE**

- Experience of working or volunteering in an organisation that deploys volunteers.
- Ability, experience and passion to work with people who have been pulled into poverty and food insecurity.
- A sound understanding of, and engagement with, Churches and Christians of different denominations.
- A good knowledge and understanding of safeguarding adults and children, although training will be provided if needed.
- An understanding of the Welfare system.
- A Full UK driving licence.