

Carlisle Foodbank Manager Job Description

The Carlisle Foodbank seeks to alleviate food poverty in the Carlisle area. It provides compassionate, practical help through issuing three-day emergency food parcels to those referred to it, together with providing some signposting to further help where needed. Carlisle Foodbank is an Charitable Incorporated Organisation registered with the Charity Commission.

The Foodbank works closely with local schools and the Councils which provide core support, together with the local community including businesses, churches, supermarkets, various food outlets and the public, all of whom the Charity depends upon for its essential needs of food donations, finance and volunteering time. It also works in collaboration with other charities and organisations, including a wide range of agencies that refer people to the Foodbank via a voucher system.

It is not affiliated to any political party and is solely funded through donations and grants.

Overview of Position

The role of the Foodbank Manager is to oversee the smooth running of daily operations within Carlisle Foodbank; with concern for its operational efficiency and standards in accordance with the ethos of the Board. This will include, in coordination with the Trustees, guiding the further development of the Foodbank including its resources, reputation and partnerships.

The Foodbank Manager is responsible to the Trustees of Carlisle Foodbank, reporting directly to them on a monthly basis. To facilitate this a Board member will be appointed to be a line manager.

In addition the Foodbank manager will report to the trustees to:

- Provide reports to the Trustees verbally and in writing at trustees' meetings.
- Advise the Trustees of exceptional events such as complaints, major press contacts, accidents, reputational risk or external events.
- Assist good and open communications between trustees, staff and volunteers.
- Provide any extract data for reporting purposes to the trustees.

Permanent Position 20 hours per week

Job Purpose:

Strategic Development

As directed by the Trustees, shape, implement and review the strategic development plan for the Foodbank.

Operational

- a. to maintain its operational efficiency and standards in accordance with Carlisle Foodbank ethos
- b. to manage and coordinate the day to day operation of the Foodbank
- c. to guide the future development of the Foodbank projects.

Main Responsibilities

1. Ensure the ongoing work of the Foodbank by regular liaison with:
 - Current & potential donors of food to maintain food stocks and collections (such as supermarkets, schools, churches etc)
 - Current & potential Referral Agencies to provide food to clients
 - Members of the public
 - Statutory and voluntary agencies across the area

2. Oversee the day to day running and management of all foodbank processes in line with Carlisle Foodbank policies and procedures including:

- Management of stock levels, annual audit & stock take
- Management of all volunteers including interviewing and recruitment
- To supervise Assistant Manager
- To maintain regular communications with referral agencies, responding to queries or issues and ensuring they understand the referral system
- Timely monitoring and responding to all queries and requests via phone, email etc.
- Delegation and supervision of duties as appropriate to Assistant Manager and volunteers
- To record income and expenditure and reconcile funds on excel spreadsheet
- To operate and audit a Petty Cash system to enable correct accounting.
- Ensure the effective implementation of all the Foodbanks local policies and procedures (such as the voucher system, health & safety, safeguarding etc.)
- Regular liaison with the Line Manager to ensure that they are kept up to date and are aware of any relevant issues
- Undertake risk assessments and ensure all incidents and accidents are recorded.

3. The recruitment, training and managing/supporting of Foodbank volunteers in conjunction with Carlisle Foodbank policies and procedures.

4. Public relations and the development of the Foodbank by:

- Being the 'public face' of the Foodbank and the main point of contact
- Nurturing relationships/engagement with referrers
- Being proactive in using local events and media as appropriate to both promote awareness and the public profile of the Foodbank in a positive way
- Identifying possible areas of unmet need and working with the Trustees to work out possible solutions
- As required to liaison with local churches and schools to carry out public speaking to thank them for donations
- To ensure that the Foodbank phone, email and other social media communications are handled efficiently
- To ensure that all donors of finance and food are thanked in a timely way.
- Prepare and issue weekly newsletters to maintain engagement of volunteers, supporters and partners
- To ensure local press enquiries are referred speedily to the Chair of the Board

5. To ensure any referral of clients to other agencies operates to a high standard and is regularly reviewed for quality assurance.

6. Undertake the annual Quantity Audit

7. To work within the values and ethos of Carlisle Foodbank

- Treating everyone with equal respect and dignity
- Working safely for volunteers and visitors
- Following best practice guidelines when dealing with children, young people and vulnerable adults

8. Other

- To lead on projects such as office and location moves
- To undertake any other Foodbank duty or projects that may arise, as determined by the Trustees