

## **Proposal to Trustee Board**

### **Background**

Since Rosie Jones resigned as Project Manager, Linda has re-inherited operational duties, with support during 3 of the weekly sessions by “duty managers” (Judi, Lizzie and Melinda), while Sheila has personally undertaken the lion’s share of admin work. During this 12 month period the Food Bank’s service has continued to grow, such that it now provides over 13,600 person days of food annually (ie 41,000 meals), which represents an increase of 28% compared to the previous year. To expect Linda and Sheila to continue in this way is unsustainable, particularly in light of the ongoing growth of our Food Bank.

As the Food Bank is in a healthy financial position, with income exceeding expenditure by some £19k in 2017, this would be an appropriate time to appoint a salaried support resource, who could undertake routine administrative duties, call handling, rota management, stock ordering etc.

Benefits of this proposal include:

- Reduced workload and reliance on willing, but hardest pressed volunteers, who will otherwise eventually burn-out, leaving the Food Bank unable to function.
- Real time turn round of the bulk of admin activity
- Someone in our office , who could process the majority of routine incoming referrals and queries, escalating the remainder to duty managers
- The support provided to the “duty managers” will make this volunteer role more attractive to further candidates, thus spreading the load across a wider group of individuals.

### **Proposal:**

1. That the Trustee Board agree in principle to the appointment of a salaried support worker.
2. That the Trustee Board task a small group to develop the role specification, terms and conditions for that role

Sean Fugill

12 February 2018