

Foodbank – Administration Assistant

Role Profile and Job Description

This is an exciting and challenging opportunity to be involved in the work of the largest independent foodbank in Northumberland

Wansbeck Valley Food Bank is a local charity set up to help prevent and relieve poverty or financial hardship by providing food for those in need of help in the Wansbeck Valley area of Northumberland.

The Foodbank has been running for just over five years and in that time has collected and distributed more than £300,000 worth of food to those in need. Currently we have over 50 volunteers and operate 3 distribution centres located in Morpeth, Ashington and Newbiggin.

Wansbeck Valley Foodbank [WVFB] enjoys widespread community support, recognition from the local authority, statutory agencies and front-line support agencies.

We are seeking a salaried part-time Administration Assistant to join our team. He/she will work in association with the Administrator, Project Manager and other leaders within the team to ensure an efficient response to client needs and the effective operation of the Food Bank. This role will be based at our office and warehouse facility located at Northgate Hospital, Morpeth.

Part Time:

15 hours a week [10.00am - 13.00pm Monday to Friday]

Salary

Initial salary £9,000 pa based on 15 hour working week

Probationary Period

The first 3 months of employment will be on probation

Duration

The post is offered initially for 12 months which will be reviewed in the light of funding availability and project progress.

Working Location

The main office for the foodbank is presently at Northgate Hospital Morpeth. Occasional travel may be necessary.

Responsible to:

The Administrator

Purpose of the role:

To deliver effective administrative services and provide a focal point for all routine contact between the Food Bank and those we support.

Specific Responsibilities:

Supporting the Administrator;

- *Maintain data base records of partner referring agencies, clients and volunteers.*
- *Monitor integrity of food requests and produce statistical analysis on request*
- *Process Volunteer applications and maintain records as appropriate*
- *General administration in respect of the daily running of the food bank*
- *Track collection boxes, bank charitable donations and administer petty cash and vouchers in accordance with Treasurers instructions*
- *Create regular news letter in conjunction with food bank managers*

Supporting the Project Manager;

- *Receive calls and emails and liaise with leaders within the team as appropriate*
- *Schedule and maintain volunteer rotas to meet service requirements*
- *Update Operations/Volunteer Manual as instructed*
- *Administer records of Accidents and “Near Misses” and that of Health and Safety and Environmental Health compliance*
- *Provide secretarial services for Project Managers monthly team meeting*
- *Ensure publicity is up to date and maintain social media presence*

Other support roles;

- *Ensure vehicle road tax and insurance is legal compliant*
- *Schedule MOT and vehicle servicing as required*
- *Administer volunteer sanction-to-drive requirements*
- *Assist Warehouse Manager on ordering/ receiving stock deliveries and production of collection lists*

Requirements:

- Ability to work as part of a team
- Ability to be flexible and respond to emerging and challenging demands on the Food Bank
- Adherence to the Food Bank’s privacy and confidentiality policies.

Key Skills:

- Good standards of communication – both written and oral, in person and via phone and email
- Strong interpersonal skills and the understanding to engage with and support volunteers and vulnerable people
- Good computer skills including regular use of Windows, email, Internet, word processing, spreadsheet, database and presentation software (e.g. Microsoft Office).
- Social Media awareness
- Ability to deliver, working independently and unsupervised
- Ability to cope flexibly with multiple tasks and demands

Personal Attributes:

- Support the Christian values of WVFB
- Ability to work under pressure and to deadlines
- Honesty and integrity
- Value all the people who come into contact with or work in WVFB

Note to applicants: *This is a position in a developing charity, which will evolve over time, attracting relevant duties and responsibilities as they arise, and the prospective candidate should be prepared for additions and amendments to this job description.*

You also need to know:

Holidays

84 hours plus English Bank Holidays. It will be mandatory for some of the holiday entitlement to be taken during closures of your place of work.

Disputes Reconciliation:

WVFB Trustees

Training to be provided

- Induction training – foodbank governance, administration, and operations
- IT training as required on specific databases and tools used by foodbank
- Health & Safety, including manual handling.
- Environmental Health and other training as appropriate

Application Process

- By letter, setting out why the applicant is suitable for the post, together with supporting CV.
- Selected applicants will be invited to attend for interview
- Subject to satisfactory interview and references an offer of appointment will be made to the chosen applicant

Timetable

- Closing date for applications is: #####
- Interviews planned for: #####
- Anticipated start date: by #####

Contact Details:

The Wansbeck Valley Administrator
Northgate Hospital
Morpeth

NE61 3PB

Tel: 07976695056

Email: administrator@wvfb.org

Registered in England & Wales Charity Number 1177303