



Wansbeck Valley Food Bank Trustee Roles and Responsibilities

Introduction:

Wansbeck Valley Food Bank is a registered charity governed by a constitution. The Food Bank under this constitution is required to appoint certain officers. Additional posts can be created to ensure the efficient working of the Food Bank.

Each is responsible for ensuring that specified duties are carried out. Those roles may be carried out by others, in whole or part, but the ultimate responsibility lies with the post holder.

WVFB has four prescribed roles; Secretary; Treasurer; Chairperson and Vice Chairperson. Two of the post holders must be trustees, the Chairperson and Vice Chairperson, whereas the Secretary and Treasurer may be trustees, or maybe people appointed by the trustees to carry out those roles. Both arrangements are perfectly acceptable under the Charity Commission regulations.

However, any post holder who is also a trustee cannot be paid any remuneration by the charity, except for legitimate expenses actually incurred during the performance of their duties.

WVFB is committed to equality of treatment to all by rejecting all prejudice and discrimination based upon race, colour, religion, age, disability, sex or sexual orientation and oppose all forms of entrenched privilege and inequality. WVFB is committed to upholding the spirit and requirements of the Equality Act 2010 and has policies and procedures in place to ensure that it is delivered to the best of the Trust's ability.

The Board of Trustees. The Board has collective responsibility for ensuring that WVFB has the necessary resources to carry out its functions efficiently and effectively. In addition to the 4 prescribed positions, it may appoint additional people to carry out specific tasks. Under the trust's constitution payment may be made to those people unless they are also trustees.

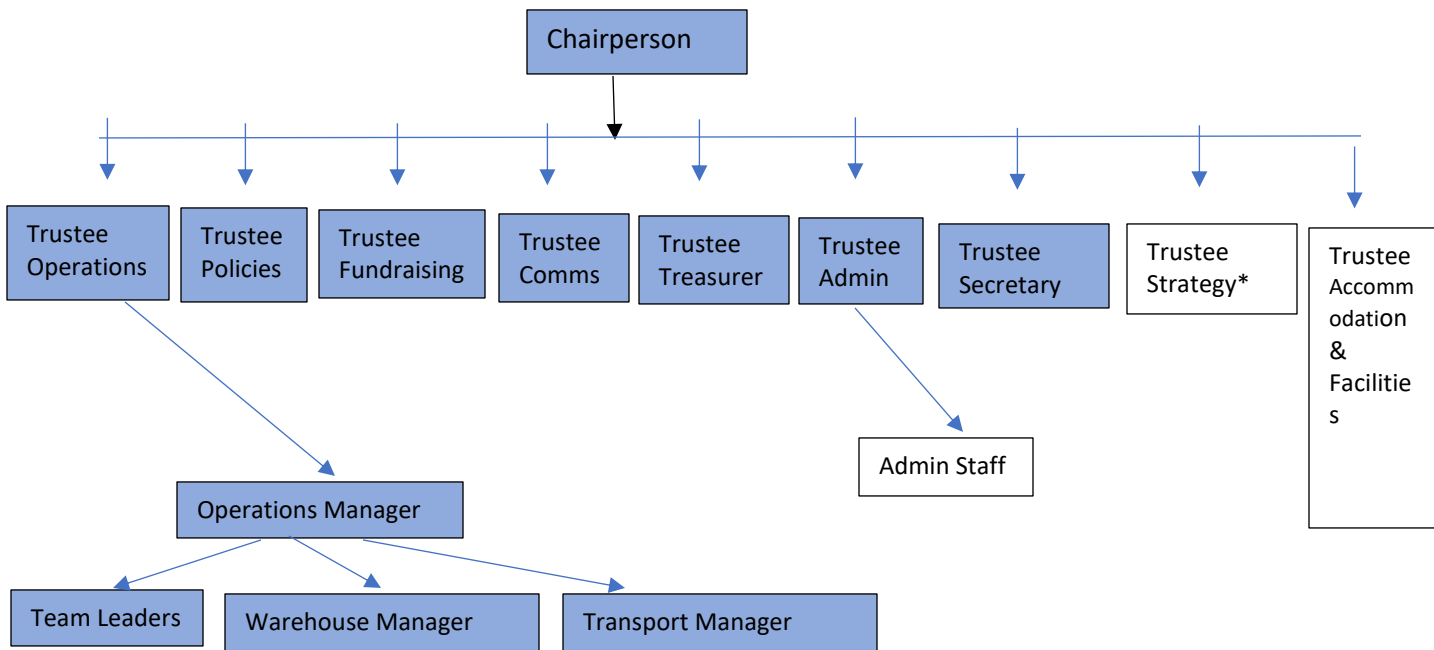
Currently Trustees have approved the appointment of a full-time equivalent **Administrative Assistant** (paid); an **Operational Manager** (unpaid); **A Stock Controller** (volunteer – unpaid); a **Transport Manager**(unpaid) a number of **Van Drivers** (unpaid) and a number of **Warehouse Volunteers** preparing food packages. It is currently considering whether to appoint a **Warehouse Manager** which would incorporate the Stock Controller role.

The Food Bank also has a **Fund raising Trustee** a **Policy Review Trustee** a **Communications Trustee** a **Operations Trustee** and an **Administration Trustee**.

In addition, the Food Bank is considering appointing a **Strategy Trustee** and an **Accommodation & Facilities Trustee**.

It is important that everyone is clear about their roles and responsibilities, to ensure that there is full accountability and no duplication of effort. To achieve this the Food Bank has established the key activities that are required for it to fulfil its operational and legal obligations. These tasks were then mapped against identified roles. From this exercise the following draft organisational structure and Role Descriptions have been produced.

Organisation Chart (Boxes shaded indicate a Job Description is attached, * indicates under consideration)



Responsible to: The Board of Trustees and the Charity Commission

Responsible for: Leading the Trustees to carry out their legal and constitutional obligations to ensure the Food Bank is managed effectively.

Overall Responsibility:

Lead the governance role.

Ensure the charity is managed effectively.

Drive trustee recruitment and succession planning.

Lead development

Lead and preside over meetings.

Liaise with fellow Trustees, as and when required to ensure effective governance.

Specific Responsibility:

Meetings

- Agree agenda for meetings (including the AGM) with Secretary, ensuring that all relevant papers and documents are available.
- Prepare and update a calendar of annual items.
- Manage the meeting process and behaviour of the trustees.
- Ensure that all decisions are determined, recorded, and actioned appropriately and effectively.
- Agree draft minutes and sign when approved by next Trustee Meeting.

Legal Compliance

- Ensure that all reviews of policies and procedures including legal obligations and those of the Charity Commission are brought to the Board in accordance with the agreed timetable as set by the Board of Trustees.

Governance

- Lead on recruiting suitable new charity trustees.
- Ensure Trustees are aware of and carry out their responsibilities under governance and operations.
- Ensure that all actions approved by the Board are allocated to specific Trustees and follow up on any outstanding issues.

Support/Recruitment

- To oversee the recruitment process and ensure that all steps are taken to find the best person.

- To meet regularly with all Trustees to discuss any issues arising and to agree work priorities.
- Liaise with staff and volunteers.

Complaints

- To ensure that all issues of discipline, capability and competence and complaints (including safeguarding) are properly investigated and appropriately dealt with, including any subsequent actions.

Succession Planning

- To plan for when key personnel/trustees leave their current posts.

Acting as Figure Head

- Act as spokesperson for the Food Bank and be the representative at meetings. (some of these duties can be delegated to fellow trustees)

N.B. Although the above are the responsibility of the Chairperson, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.

The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.

Vice Chairperson. The primary role of the Vice Chair is to deputise for the Chair in all aspects of the role normally carried out by the Chair, where the Chair is unable to perform a particular task or activity. In a small charity like WVFB the **Vice Chair** may be allocated other specific tasks, but those tasks are not automatically part of the role. One role many Vice Chairs perform is to be an unofficial scrutineer, looking at the way the team is performing and offering suggestions about possible operational improvements.

Secretary

Responsible to: The Chairperson and The Board of Trustees

Responsible for: The administration and compliance of the Food Bank

Overall Responsibility: Ensure that the Food Bank complies with all Charity regulations as they relate to the constitution.

Ensure that the Food Bank complies with all relevant legislation.

Liaise with other postholders to ensure the efficient and legal operation of the Food Bank.

Specific Responsibility:

Charity Commission

- Ensure the Food Bank's annual return is made on time.
- Be aware of all Charity Commission guidance.
- Update all Charity Commission records relating to the Food Bank.
- Communicate to other trustees any appropriate action they need to take or need to be aware of in relation to their obligations as set out/updated by the Charity Commission.

Food Bank Meetings

- Prepare agendas and minutes of all Trustee meetings.
- Prepare reports and all associated documentation, arrangements, and notifications for the AGM.
- Ensure all meetings are conducted in an appropriate manner,

Legal Compliance

- Ensure that reviews risk assessment, strategic plan and business plan are carried out in accordance with the agreed timetable.

Liaising

- To liaise with other post holders, staff, and volunteers

N.B. Although the above are the responsibility of the Secretary, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.

The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.

Treasurer

Responsible to: The Chairperson and The Board of Trustees

Responsible for: The recording of all income and expenditure and the preparation of accounts in a format acceptable to the Charity Commissioners.

Overall Responsibility: Oversee the financial affairs of the organisation and ensure that they are legal, constitutional and within accepted accounting practice.

Ensure proper records are kept and that effective financial procedures are in place.

Monitor and report on the financial health of the organisation.

Maximise investment returns within a low risk context.

Oversee the production of necessary financial reports/returns, accounts and audits.

Arrange the appointment of an external auditor.

Specific Responsibility:

Reporting to Trustees

- Produce regular financial reports to Trustee, highlighting exceptions and area of concerns.
- In collaboration with the Fund-Raising Trustee prepare reports and recommendations.
- Oversee the production of an Annual Budget.
- Produce an accepted Accounting Policy Document to ensure effective financial procedures and controls are in place.

Liaising

- Liaise with relevant Trustees, staff and volunteers to ensure the viability of the Food Bank.
- Liaise with relevant Trustees, staff and volunteers to establish their financial requirements and anticipated donations.

Record Keeping

- Undertake book-keeping duties, ensuring records are kept up to date.
- Carry out reconciliations on a regular basis.
- Arrange payments to creditors, payroll and Inland Revenue.
- Record and acknowledge all donations.
- Maintain a record of Gift Aid Declarations with due regard for Data Protection.
- Make regular Gift Aid Claims.

Compliance

- Update all Charity Commission records relating to accounts and Trustees.

N.B. Although the above are the responsibility of the Treasurer, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.

The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.

Fund Raising Trustee

Responsible to: The Chairperson and The Board of Trustees

Responsible for: Sourcing and obtaining funding to help ensure that the Food Bank can continue to operate.

Overall Responsibility: Applying for grants and other sources of funding. Maintaining links with principal donors and providing progress reports when required. Liaise with Treasurer and other Trustees to establish funding needs.

Specific Responsibility:

Reporting to the Trustees

- Provide regular reports to the Trustees on progress of fundraising.
- Highlight potential shortfalls in funding and proposals for addressing such issues.

Sourcing Funding.

- Be aware of possible sources of funding.
- Produce/submit appropriate funding proposals
- Provide follow up reports if requested.

Maintaining Links

- Establish contact with major donors.
- Provide regular feedback to major donors, including statistics.

Liaison

- Liaise with Treasurer to establish potential shortfalls in funding.
- Liaise with fellow Trustees, Project Manager and Administration to monitor activities and spend v funding awarded and submit timely returns.

N.B. The post holder is not responsible for sourcing food donations.

Although the above are the responsibility of the Fund Raiser, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.



The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.

Administration Trustee

Responsible to: Chairperson and Trustees.

Responsible for: Overseeing the day-to-day work of the Administration Assistant(s).
Developing and maintaining administration systems to ensure the efficient operation of the Food Bank.

Overall Responsibility: Ensure that the administration of the Food Bank is efficient with appropriate systems, protocols, and training.

Specific Responsibilities:

Reporting to the Trustees

- Update the Trustees of exceptional events, complaints, major press contacts, accidents etc.
- Update the Trustees on the operation and performance of the Food Bank by the production of appropriate data analysis.

WVFB Compliance

- Ensure all administration personnel follow and comply with the Operations Manual and all direct guidance.

Foodbank Volunteers

- Oversee the recording of applications and references for volunteers.
- Oversee the Volunteer Database
- Ensure that all data relating to volunteers is processed and maintained according to Data Protection Regulations.
- Oversee the production of volunteer rotas.

Clients

- Provide guidance and protocols on processing direct referrals to the Food Bank.
- In liaison with the Operations Trustee provide guidance and protocols on processing repeat direct referrals to the Food Bank.

Referrers

- Oversee and review the review schedule of referrers and update where required.

Vouchers

- Oversee the issue and recording of Food Vouchers.
- Oversee the stock of voucher books to ensure adequate supplies are available and initiate payment to creditors

Data

- Review and update the system for the recording of referrals.
- Search data to provide up to date and relevant statistics.

- Ensure all data is processed and stored according to Data Protection Regulations.
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Donations

- Ensure that all monetary donations are recorded.
- Ensure that all donations are appropriately acknowledged.

Stationery and associated resources

- Ensure that the administration staff have adequate resources to enable them to carry out their tasks effectively and efficiently.

Training

- Ensure that the administration staff receive appropriate training to ensure they can carry out their tasks effectively and efficiently.

Communications

- Ensure that all correspondence, including emails, donations and telephone calls are channelled to the appropriate person and that they are acknowledged accordingly.
- In collaboration with the Communications Trustee produce and distribute inhouse Newsletters etc.

Future Policy

- Ensure that the appropriate administration systems are developed and installed in order to facilitate future policy changes.

Administration Staff

- Act as line manager to all administration staff and support them in their duties.
- Hold regular meetings to update the administration staff on Food Bank matters and to receive feedback on issues arising.
- Ensure that all employment duties are met in relation to legal requirements.
- Ensure that payroll payments are made when required.
- Hold regular appraisal meetings.

Office

- Ensure that the office is well maintained and fit for purpose with appropriate equipment and resources.

N.B. Although the above are the responsibility of the Admin Trustee, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.

The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.



Communications Trustee

Responsible to: The Chairperson and The Board of Trustees

Responsible for: Establishing and maintaining a positive media presence through the website and social media forums.

Promoting community awareness through school assemblies, talks and presentations.

Overall Responsibility: Ensuring regular updates are posted on social media and the website. Being the face of the Food Bank and main point of contact.

Specific Responsibility:

Reporting to Trustees

- Provide regular reports to the Trustees on media coverage, both positive and negative and notable events.

Liaising

- Liaise with Trustees and other postholders to establish items that require publishing.
- Liaise with Fund Raiser to establish the publicising of funding received.

Raising profile of Food Bank

- Be proactive in using local events and media as appropriate to both promote awareness and the public profile of the Food Bank in a positive way.
- Promote the Food Bank through the written press and radio/TV as required.
- Respond to any publicity about the Food Bank as required.

Internal Communications

- In collaboration with other Trustees produce and distribute inhouse communications e.g. Newsletter

N.B. Although the above are the responsibility of the Communications Trustee, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.

The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.



Policy Trustee

Responsible to: The Chairperson and the Board of Trustees.

Responsible for: Ensuring that the Food Bank adheres to all relevant legislation and that all required policies are in place, kept updated and available for all appropriate personnel.

Overall Responsibility: To be aware of all relevant legislation and guidelines and ensure there is an appropriate policy in place. To ensure the policies are regularly reviewed, kept up to date and disseminated to the appropriate personnel.

Specific Responsibility:

- Keep up to date with all relevant legislation.
- Ensure appropriate policies and procedures are in place.
- Ensure that all appropriate policies are reviewed regularly and kept up to date.
- Maintain a schedule of review dates.
- Ensure the policies and procedures are available to all appropriate personnel and that they are aware of their duties and obligations in relation to these.
- Liaise with other Trustees as to the policy matters relating to their role, particularly where there might be legislative changes.
- Contribute significantly to Strategy and Business Planning to monitor policy compliance.

N.B. Although the above are the responsibility of the Policy Review Trustee, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.

The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.

Operations Trustee

Responsible to: Chairman and Board of Trustees

Responsible for: The implementation of processes and practices to ensure the effective delivery of the core objectives of the Food Bank and monitor and adapt such strategies in the light of operational experience.

Overall Responsibility: Liaise with referrers and partner organisations to ensure the best use of WVFB resources to serve those in the community who are experiencing food poverty. Advise the Trustees in the light of these conversations where recommended changes to current practices may be required.

Specific Responsibilities:

Reporting to the Trustees

- Update the Trustees of exceptional events, complaints, accidents etc.
- Maintain dialogue with Communications Trustee on matters relating to media and Public Relations.
- Maintain dialogue with Treasurer on all matters impacting finance.
- Update the Trustees on the operation and performance of the Food Bank.

WVFB Compliance

- Produce and maintain the WVFB Operations Manual
- In liaison with the Operations Manager ensure that all processes and procedures comply with the WVFB Operations Manual.

Foodbank centre and Volunteers

- In liaison with the Operations Manager ensure that the centre is adequately stocked.
- In liaison with the Operations Manager ensure there are sufficient volunteers and that they are appropriately trained.
- Act as line manager to Operations Manager.

Food Store/Distribution Centre

- In liaison with the Operations Manager ensure the Food Store and Distribution Centre operate efficiently, appropriately and are fully compliant with all health and safety regulations, statutory requirements and good practice.

Transport

- In liaison with the Operations Manager ensure that all vehicles are roadworthy and are operated efficiently with sufficient volunteers.

Clients

- Provide support to the Operations Manager, when required, with the regard to exceptional clients.

Referrers

- Maintain an ongoing dialogue with regular referrers.
- Arrange meetings with regular referrers when appropriate to update and inform them of the progress and policies of the Food Bank.
- Review schedule of referrers and update where required.

Food Supplies/Vouchers

- In liaison with the Operations Manager ensure that there are sufficient food stocks.
- Liaise with voucher scheme participating businesses.
- In liaison with the Operations Manager source new opportunities for the voucher scheme.

Data

- Monitor trends to ensure adequate resources are availability.

Partnership Relations

- Maintain regular liaison with current and potential donors, statutory and voluntary agencies, and Food Bank projects in other areas.

N.B. Although the above are the responsibility of the Operations Trustee, specific tasks and aspects can be delegated to other officers, staff, and volunteers. The postholder does however have ultimate responsibility.

The postholder may be given additional duties, but the trustees are collectively responsible for ensuring that the post holders carry out their core duties.

Operations Manager

Responsible to: WVFB Operations Trustee

Responsible for: Managing and coordinating the day-to-day operation of the Food Bank.

Overall Responsibility: In collaboration with designated post holders ensure all areas of the WVFB warehouse, distribution and transport are run efficiently.

In collaboration with Administration Staff ensure referrals are dealt with appropriately.

Ensure there are sufficient volunteers available in order that the Food Bank operation can function efficiently, including recruitment and training.

Specific Responsibilities:

Reporting to the Operations Trustee/Trustees

- Bring to the attention of the WVFB Operations Trustee any concerns regarding the operation of the WVFB that require Trustee action.
- Provide regular written reports on the operation of the Food Bank to the Trustees.
- Advise Trustees of exceptional events.

WVFB Compliance

- Ensure that all processes and procedures comply with the WVFB Operations Manual.

Foodbank centre and Volunteers

- Ensure that volunteers are trained to undertake responsibilities within the Food Bank and to meet the relevant legal requirements. This could include basic food hygiene, first aid, evacuation procedures, manual handling and lifting, health and safety and fire procedures.
- Ensure there are sufficient volunteers available to support the day to day running of the Food Bank.
- Act as line manager to Volunteers.

Food Store/Distribution Centre

- In collaboration with the Warehouse Manager, oversee the day-to-day running of the warehouse, including sorting, packing, stock rotation, monitoring stock requirement, maintaining accurate records and disposal of unsuitable items.
- Monitor Health and Safety, ensuring compliance with statutory requirements and good practice.
- Monitor the cleanliness of the space and ensure compliance with environmental health regulations.

Transport

- In collaboration with the Transport Manager to ensure that vehicles are roadworthy.
- Ensure that there are sufficient volunteers to provide the required service of the Food Bank

Clients

- Provide guidance for the issue of ongoing support and larger parcels.
- Provide guidance on the issue or non-issue of parcels to specific clients

Referrers

- Liaise with referrers regarding specific clients.

Food Supplies

- Liaise with the Warehouse Manager about specific shortages and requirements, initiating stock replenishment when appropriate.
- Provide guidance on the contents of specific parcels and extra parcels.

Data

- In collaboration with the Administration Staff monitor the use of the Food Bank by specific clients and arrange intervention when appropriate.

Duty Managers

- Provide support and guidance for Duty Managers
- Recruit and train new Duty Managers
- Hold regular meetings with Duty Managers

Duty Manager

Responsible to: WVFB Operations Manager

Responsible for: Managing and coordinating the operation of the Food Bank for a particular session.

Overall Responsibility:

Act as key holder for specified session.

Ensure referrals are dealt with appropriately.

Ensure that all health and safety and other hygiene requirements are met.

Ensure an adequate supply of parcels are available.

Oversee the receipt of goods and shelf filling.

Specific Responsibilities:

Reporting to the Operations Manager

- Bring to the attention of the WVFB Operations Manager any concerns regarding the operation of the WVFB.
- Advise Operations Manager of exceptional events.

WVFB Compliance

- Ensure that during their session all processes and procedures are followed in accordance with the WVFB Operations Manual.

Foodbank centres and Volunteers

- Open and close the centre as per agreed guidelines.
- Act as line manager to Volunteers.

Food Store/Distribution Centre

- In collaboration with the Warehouse Manager, oversee the day-to-day running of the warehouse, including sorting, packing, stock rotation, maintaining accurate records and disposal of unsuitable items.
- Monitor Health and Safety, ensuring compliance with statutory requirements and good practice.
- Monitor the cleanliness of the space and ensure compliance with environmental health regulations.

Transport

- Direct drivers in relation to their collections and deliveries.

Food Supplies

- Oversee the preparation of regular food parcels.



- Prepare all parcels for delivery.

Data

- Maintain appropriate records of issues and client details.
- Ensure all data is kept in accordance with Data Protection Regulations.

Transport Manager

Responsible to: WVFB Operations Manager

Responsible for: Managing the fleet of vehicles.

Overall Responsibility: Ensure all vehicles are roadworthy and equipped.

Ensure that all drivers are instructed in the use of the vehicles.

Ensure that vehicles are taxed and insured.

Specific Responsibilities:

Vehicle Maintenance and Day to Day Running

- Carry out regular checks to ensure that the vehicle is roadworthy e.g. tyres, screen wash, lights, etc.
- Refuel vehicles as required.
- Wash and valet vehicles when required.
- Ensure vehicles equipped with all necessary consumables, e.g. delivery post cards, record book, (gloves, masks and sanitisers), pen etc.
- Ensure vehicles are equipped with phone and sat nav and check regularly that they are functioning.

Liaising with Project Manager

- Liaise with Project Manager to ensure that all drivers are instructed in the use of the vehicles and any equipment e.g., sat nav and phones.
- Discuss and arrange when additional vehicles may be required, e.g., when a vehicle requires a repair or when extra capacity is required.

Liaising with Administration Staff

- Arrange with Administration Staff suitable times for regular vehicle servicing and arrange for the delivery of the vehicle to and from the service centre.
- Liaise with Administration Staff to ensure that vehicle is taxed and insured.

Liaising with Drivers

- Update drivers on any changes to standard ways of working or new requirements. This will be in liaison with the Project Manager.

Warehouse Manager

Responsible to: WVFB Operations Manager

Responsible for: Managing the Operation of the WVFB Warehouse

Overall Responsibility: Ensure all areas of the WVFB warehouse are run efficiently.

Ensure stock control and timely transportation of deliveries.

Ensure there is sufficient food availability.

Work with the Operations Manager to ensure that there is a streamlined service of support with food and other provisions.

Specific Responsibilities:

Reporting to the Operations Manager

- Provide the WVFB Operations Manager with regular reports on stock levels and items needed.
- Bring to the attention of the WVFB Operations Manager any concerns regarding the day to day operation of the WVFB warehouse.

WVFB Compliance

- Ensure that all warehousing processes and procedures are followed in accordance with the WVFB Operations Manual.
- Co-ordinate regular stock take and reconciliation.

Foodbank centres and Volunteers

- Ensure that volunteers are trained to undertake responsibilities within the warehouse and to meet the relevant legal requirements. This could include basic food hygiene, first aid, evacuation procedures, manual handling and lifting, health and safety and fire procedures.

Food Store

- Co-ordinate the day-to-day running of the warehouse, including sorting, packing, stock rotation, monitoring stock requirement, maintaining accurate records and disposal of unsuitable items.
- Monitor Health and Safety, ensuring compliance with statutory requirements and good practice.
- Maintain cleanliness of space and ensure compliance with environmental health regulations.

Food Supplies

- Monitor stock levels and liaise with the Operations Manager about specific shortages and requirements and initiate stock replenishment as required.
- Coordinate the ordering of required stock/resources.

- Coordinate and ensure the collection of food donated by the community and large deliveries.
- Coordinate seasonal activities collections such as Christmas and Harvest.

Data

- Manage a food stock record system to ensure accurate and up-to-date information is held about stock levels.