



Resilience and Partnership Administration Support Officer

Role Profile and Job Description

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

Wansbeck Valley Food Bank (WVFB) 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 Food Bank has been running for almost 14 years and since 2018 has collected and distributed over £1.25 million worth of food to those in need. Currently we have circa 65+ volunteers and operate a delivery service from our Morpeth warehouse and distribution points in Ashington.

WVFB enjoys widespread community support, recognition from the local authority, statutory agencies, and front-line support partner organisations.

As part of meeting the increased demands of the Food Bank we are seeking to appoint a part-time salaried Resilience and Partnership **Administration Support** Officer to join our team. He/she will work in association with the Senior Food Bank Coordinator, and others within the team to ensure an efficient response to client needs and the effective operation of the food bank. This is a position in a developing charity, which will evolve over time, attracting relevant duties and responsibilities as they arise. The prospective candidate should be prepared for additions and amendments to this job description. This role will be based at our office and warehouse facility located at Northgate Park, (formerly Northgate Hospital), Morpeth.

Part-time Temporary Position for 12 Months: 3 days per week: Tuesday and Wednesday 8am to 1pm and Friday 8am to 3pm (occasional hours outside these times may be required).

Annual Salary: This role is initially offered on a part-time basis in terms of the number of days or hours worked per week. The salary offered is £20,000 per annum for 25 hours per week.
Holiday entitlement - full time 28 days (20 days actual - based on hours and days worked) plus statutory bank holidays.

Working Location: The position is office based at the principal premises of the food bank which is located at Northgate Park Morpeth. Occasional travel may be necessary. Any change to location would be agreed in advance and by negotiation.

Responsible to: **Senior Food Bank Coordinator**

Purpose of the role: To assist the Senior Food Bank Coordinator in delivering effective resilience and partnership administrative services for Wansbeck Valley Foodbank initially with specific responsibility for general administration duties. Through the emerging need for the foodbank to change its focus towards providing a resilience service, following an initial trial period, there is the potential for the role to be developed to being more client focused.

Registered in England & Wales Charity Number 1177303

Admin Support Role Profile



Specific Responsibilities:

- Provide first line support to volunteers during session hours; this will include interrogation of client records and other relevant information to allow consistent and real time guidance on matters escalated by the front-line teams.
- Receive and monitor integrity of food requests (including frequency of returning clients) and process accordingly.
- Liaise with Front of House to produce/maintain daily delivery schedule.
- Maintain data-base records of partner referring organisations, clients and volunteers.
- General administration in respect of the daily running of the food bank may include: working on the food parcel referral desk, answering telephone calls, photocopying, leaflets, specific forms and ensure there are adequate supplies of necessary resources to function effectively e.g. stationery requirements.
- To work flexibly alongside the senior food bank coordinator, Trustee Board, colleagues, and volunteer leaders.
- May attend promotional events.

Requirements:

- Ability to work as part of a team.
- Ability to be flexible and respond to emerging and challenging demands of the food bank.
- Adherence to the food bank's operational policies and procedures including privacy and confidentiality policies.
- Undertake relevant training and development activities that are relevant to the role, to ensure compliance with legislation, health and safety and safe working practices.

Key Skills:

- Good standards of communication – both written and oral, in person and via phone and email.
- Strong interpersonal skills, be understanding and engage with and support volunteers and vulnerable people.
- Experience of working with welfare or charitable services and other public sector agencies.
- Good ICT 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.
- Strong partnership working skills – knowledge of poverty, financial hardship and local welfare support would be desirable.

Personal Attributes:

- Ability to work to achieve competing deadlines.
- Honesty and integrity.
- Value all the people who come into contact with, or work in, WVFB.



Holiday: Refer to comments made in Annual Salary above. It will be mandatory for some of the holiday entitlement to be taken during closures of the food bank during the Christmas period.

Disputes Reconciliation: WVFB Trustees

Timetable:

- Closing date for application: 21st September 2026
- Selected applicants will be invited for interview on Tuesday 6th October 2026
- Subject to satisfactory interview and references, an offer of appointment will be made to the chosen candidate.

Submit online [Job Application Form](#)

Email address for further correspondence recruit@wansbeckvalleyfoodbank.org