

Hospitality & Hope – Job Description

Hospitality and Hope is a charity based in the North-East of England, founded in 2002, supporting over 3000 people. Our various services run by volunteers, include a food bank, clothing bank and soup kitchen to provide support during times of need. We also offer continued long-term support through shared living accommodation, various wellbeing projects and a coffee shop which provides volunteering opportunities, equipping people for future employment.

Foodbank Operations Manager

Role Type:	Fixed Term (12 months)	Hours of Work	20 Hours Per Week - Flexible
Salary	£24-28k – Pro Rata, Depending on Experience	Location	Hampden Street
Reports to:	Chief Executive	Line Reports:	N/A
Role Purpose:	To support the delivery of our organisation vision and strategic plan, delivering support to clients through leadership and development of our foodbank project. Delivering excellence and upholding our Christian values to support those in need, leading to positive outcomes and changed lives.		
Responsibilities:		Person Specification:	
<p>Oversee the Day to Day Project Management</p> <ul style="list-style-type: none"> • Distribution of food to clients • Food storage and stock control • Client referrals, engagement and assessment • Data compliance - monitoring of processes, data entry, recording & reporting • Co-ordinate food collections <p>Ensure the Ongoing Work of the Project:</p> <ul style="list-style-type: none"> • Donor engagement across supermarkets, businesses, churches, schools and individuals; • Liaising with voucher referral partners • Work with volunteer co-ordinator to ensure foodbank is adequately resourced volunteers are equipped and trained to support the delivery of the project. • Warehouse compliance – process optimisation, layout, quality assurance • Observance of relevant policies, such as health and safety and hygiene <p>Project Development:</p> <ul style="list-style-type: none"> • Ensure that the project evolves and continues to meet demand • Work with the team at H&H, linking in with our wider services • Develop partnerships across agencies and organisations • Work collaboratively with other foodbank projects and stakeholder groups • Ensure regular monitoring and evaluation reports are submitted, providing information on trends and footfall for future planning and resourcing. 		<p>You will be: (Competencies & Character)</p> <ul style="list-style-type: none"> • Well organised • Willing to work flexibly within the role • Willing to work collaboratively with team members • A good communicator • Sensitive and sympathetic to the needs of our clients <p>You will have: (Skills & Experience)</p> <ul style="list-style-type: none"> • Strong operational management experience • Good organisational and leadership skills • Strong data & numeracy skills • Ability to lead and work as part of a team • Full driving licence and access to a vehicle <p>You May have</p> <ul style="list-style-type: none"> • Experience of working with community, faith groups and local food outlets. • Experience of working with volunteers • Knowledge of the welfare benefits system 	