



# Deputy Manager

Application information pack





## **WELCOME FROM JULIE COATES FOODBANK MANAGER**

The work of Hailsham Foodbank is inspiring but we do face significant challenges ahead. Between April '22 and March '23 we gave out 6800 emergency food parcels. This was a 63% increase on the previous year.

We want to see an end of reliance on foodbanks with a benefit system that provides a genuine safety net for people and where work is paid fairly, allowing individuals and families to thrive and prosper rather than just stave off crisis.

Working with Hailsham Foodbank means making a difference in people's lives. For us to continue this work we rely on a team of dedicated and committed paid staff and volunteers.

Our work encompasses food collection and distribution, working with local agencies to ensure people get the support and help that they need.

Come and join us and together we can make a difference.

Julie Coates  
Foodbank Manager

# 1. INTRODUCTION TO TRUSSELL TRUST

We are very proud to be part of the Trussell Trust Network of Foodbanks.

The Trussell Trust's mission is to bring communities together to end hunger and poverty in the UK by providing compassionate, practical help whilst challenging injustice.

The Trussell Trust has a network of over 1,300 foodbank centres run by local community groups, churches and charities. Between April 2022 - March 2023 foodbanks in the network provided almost 3 million food supplies to people in crisis, ranging from the loss of a job, breakdown of a relationship and the gap between applying and receiving benefits, along with people on low incomes who find themselves with an unexpected bill.

The Trussell Trust is a charity that has offices in Salisbury, London and Coventry that coordinate the only national network of foodbanks in the country.

There are a team of regional managers supporting foodbanks locally and expertise from regional offices in a wide range of disciplines.

## 2. HOW WE WORK

Our office, distribution centre and warehouse space are all located in central Hailsham. We have over 50 volunteers across our warehouse, distribution centre and admin support.

Our area covers up to Heathfield and down to Pevensey/Westham and we have the support of local churches who assist with food collections and deliveries.

We are part of the Financial Inclusion programme and offer debt advice through Community Money Advice and benefits advice through Citizens Advice (both based at and funded by the foodbank). We are also part of the OLM (Organising & Local Mobilisation) programme and have a Local Organiser based at the foodbank who covers Wealden. Hailsham Volunteer Hub is run from the foodbank where we link with other organisations across the town to help them find volunteers.

# 3. BACKGROUND, VISION AND VALUES

## BACKGROUND

Hailsham foodbank has been operating since September 2012, established by the Crosslink Trust (Churches Together in Hailsham) in partnership with the Trussell Trust. We are now a charity in our own right with a board of trustees.

## VISION

The vision of the foodbank is to work towards stopping hunger in the local community.

Our focus is working within the local community, enabling businesses, statutory and voluntary organisations together with the general public to connect and work with those who are in short term crisis.

We aspire to offer a friendly and safe place, where those who receive an emergency food parcel - 3 day provision - can talk over their problems with caring volunteers, be signposted to other sources of help and supported as much as possible.

## VALUES

- Being non judgemental
- Being approachable
- Having the time for people, to listen, to assist
- Respecting people

## 4. THE ROLE

**Responsible to :** Foodbank Manager.

**Hours :** Full time (35 hours per week).

### **ROLE OUTLINE**

The Deputy Manager is responsible for managing the volunteer team and assisting the Foodbank Manager in the operation of the foodbank.

**Overall responsibility of the job:** Lead a team of volunteers to ensure that all areas of the foodbank are run efficiently, arranging timely transportation of collections and deliveries while meeting legislative standards i.e. Health & Safety/Environmental Health. Assist and deputise for Foodbank Manager.

### **Specific responsibilities:**

#### ***Reporting to Foodbank Manager***

- Bring to the attention of the Foodbank Manager any concerns regarding the day-to-day operation of the distribution centre.
- Assisting the Foodbank Manager on specific project activities that will help deliver the strategy and future direction of the foodbank.

#### ***Trussell Trust compliance***

- Ensure that all distribution processes and procedures are followed as per The Trussell Trust Foodbank Operating Manual.
- Ensure the database is kept up to date with redemption of vouchers and input of stock.
- Assist the Foodbank Manager in ensuring all statutory administration and record keeping requirements are maintained including health and safety, training and governance.

#### ***Foodbank Centre & Volunteers***

- Recruit, train and support volunteers.
- Coordinate the volunteer team for the distribution centre, warehouse and deliveries.
- Ensure that volunteers are trained to undertake responsibilities and 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.
- Maintaining volunteer rotas and volunteer contact list on Assemble in line with GDPR.
- Overseeing volunteer rotas for special events such as supermarket collections.
- Organising local event to acknowledge annual National Volunteer Week and, alongside Chair of Trustees, an annual foodbank social.

### ***Referral Agencies***

- Liaise and build relationships with statutory and non-statutory referral agencies to ensure effective communication and working relationships are maintained which support the objectives of the foodbank.
- Identify current needs for foodbank users and ensure best signposting is in place by networking with agencies in the area.
- Communicate with referral agencies in response to queries or issues.

### ***Communication (alongside Project manager)***

- Maintain good working relationships with churches, stakeholders & supporters.
- Champion the Foodbank with local community & businesses through networking, playing an active role in local community association, and working closely with other statutory authorities.
- Raise awareness of the Foodbank, forging links with organisations that could provide support or could signpost their clients to it.

### ***Food supplies***

- Liaise with local charities/other foodbanks to pass on excess stock or to request items needed to ensure adequate stock levels, as directed by the Warehouse Supervisor or Foodbank Manager.
- Liaise with local churches in relation to urgent food stock requirements.
- Oversee warehouse in absence of warehouse manager as required.

### ***Data***

- Be familiar with the on-line data system ensuring all data entered is accurate and up to date.
- Comply with Data Protection requirements.

### ***General Admin***

- Ensuring there are sufficient picklists for warehouse and printing as required.
- Sending acknowledgements to donors for specific donations received such as those received at Harvest and Christmas from local schools and organisations.
- Any other duties as deemed appropriate by the Foodbank Manager.

# 5. THE PERSON

## REQUIREMENT

- Great interpersonal skills, a motivator and self-starter.
- Experience of taking the weight of responsibility not just undertaking a task.
- Experience of working independently and unsupervised.
- Able to carry out manual work.
- Able to observe relevant regulations including manual handling and health and safety.
- A team player able to work with and communicate clearly with staff team and to lead and inspire our team of diverse volunteers.
- Numerate and confident in working with numbers.
- Passionate about challenging disadvantage and poverty.
- Committed to working with honesty and integrity.
- Proficient in office based computer programs.

## DESIRABLE

- A full and clean UK driving licence.
- Experience of managing volunteers.

## **6. BENEFITS OF WORKING WITH US**

People are the most important asset that Hailsham foodbank has – without our people we could not achieve any of our goals.

### **Salary**

£26,000 per annum.

### **Personal development program**

Continuous personal development is actively encouraged and training opportunities explored.

### **Holiday entitlement**

5.6 weeks per year (including bank holidays) plus time between Christmas and New Year.



## 7. HOW TO APPLY

If you feel that you have the required passion, energy and enthusiasm to help bring an end to poverty and hunger, then you're on your way to becoming part of something that makes a real difference to people's lives.

To apply for this role please send a current CV and covering letter to [info@hailsham.foodbank.org.uk](mailto:info@hailsham.foodbank.org.uk).

Your CV and letter must:

- Give your current employer & your current role.
- Give length of service in your current position.
- Give a brief description of the responsibilities associated with your current role (no more than 150 words).
- Explain your interest in this position and give details of relevant experience to show us how you fit the personal criteria (no more than 300 words).
- Supply name and contact details of 2 referees.

Please look at :

- our website : [www.hailsham.foodbank.org.uk](http://www.hailsham.foodbank.org.uk)
- our Facebook page : @Hailshamfoodbank
- our Twitter feed : @Hailshmfoodbank
- our Instagram account : @hailshamfoodbank

If you would like a no obligation look around our Foodbank please call 01323 398358 and arrange an appointment with Julie, our Foodbank Manager.

***Closing date: 3pm Friday 15 March***

***All applicants shortlisted for interview will be notified by 3pm Monday 18 March***

***Interview dates will be mornings of Thursday 21 or 28 March***