

JOB DESCRIPTION

POST: Centre Manager (Lord Street)
RESPONSIBLE TO: Chief Executive

JOB SUMMARY:

- To provide leadership, direction and supervision to the team delivering The Welcome Centre's food bank service at our Lord Street site.
- To ensure food bank stock is received, stored, transported, and distributed efficiently and safely.
- To ensure The Welcome Centre's food bank service is high quality and client focussed, identifying and implementing opportunities for service improvement.

MAIN DUTIES AND TASKS:

Team leadership:

- Coordinate the recruitment, training, supervision and support of all food bank volunteers.
- Coordinate food bank operations, delegating work where appropriate, to ensure the service operates smoothly and efficiently, in line with The Welcome Centre's policies and procedures.
- Coordinate the day to day delivery of the food bank, including overseeing volunteer rotas and supervision.
- Coordinate the induction and training programme for volunteers, and develop and maintain associated training resources and records.
- Liaise closely with the Warehouse Manager about volunteering needs at the warehouse.

Stock management:

- Work with the Warehouse Manager to implement and maintain stock management procedures, to ensure timely and efficient movement of stock between sites, to avoid shortages at Lord Street.
- Early identification of warehouse stock shortages, and liaison with the Fundraising Manager to promote these stock shortages to supporters.
- Coordinate the purchase of fresh and shortage stock on an ongoing basis within budgets set by Chief Executive.
- Identify areas of stock surplus and liaise with external organisations to share stock with them.
- Ensure all stock is received, stored, transported and distributed safely, in line with The Welcome Centre's Health & Safety and Food Hygiene requirements.

Operational efficiency and development:

- Coordinate volunteer training and supervision in all areas to ensure volunteers follow The Welcome Centre's policies and procedures.
- Ensure client and referral records are kept accurate and up to date, and that sensitive information is processed in line with GDPR requirements.
- Liaise with AGS Manager to identify, through client and referral agency feedback, opportunities for food bank service improvement.

Other duties:

- Liaise closely with Chief Executive, providing regular updates on your work, to enable reports to be made to the Board and sub-groups.
- Support the day to day running of the service by helping to cover for holidays and absences, if required.
- Undertake all administrative tasks with a high level of skill and accuracy, including word processing and maintaining data records.
- Perform other such duties as may reasonably be required from time to time.

Additional Information:

It is recognised that the duties and tasks associated with the Centre Manager role are wide and various. The Centre Manager should be proactive in developing processes and procedures that allow the partial

delegation of some of these tasks to volunteers whilst still retaining ultimate responsibility for them. The culture of The Welcome Centre is one of empowerment and encouraging all members of the team to use their unique skills and experiences to play a full role in the operation of the Centre.

TERMS AND CONDITIONS:

- The post holder must be aware of and comply with The Welcome Centre's policies.
- The working hours are 37.5 hours per week, to be worked flexibly, including occasional evenings and weekends. Payment for overtime is not given but employees are entitled to time off in lieu by arrangement.
- The salary will be £24,657 to £26,470, depending on experience
- Paid annual leave: 20 days (plus 1 extra day for each full year of service up to a maximum of 25 days) and 8 public holidays.
- The appointment is subject to the satisfactory completion of a probationary period of six months.