

ROLE DESCRIPTION

Responsible to: Operations Manager

Responsible for: providing administrative support for Dunstable Food Bank Operations and to the Operations Manager.

Salary: £12.21 ph, (£ 15,873 per annum)

Hours: 25 hours a week across 5 days

Holiday: 16 days paid holiday (25 days pro rata)

Location: Office in DFB Warehouse, Luton Road, Dunstable, or at home when appropriate. Some travel to local distribution and donor locations within Dunstable and Houghton Regis may be required.

Overall responsibility of the job:

- To support the Operations Manager and aid the smooth running of day-to-day operations of the Foodbank with concern for its operational efficiency and standards in accordance with The Trussell franchise model.
- To help clients in LU5 and LU6 postcodes out of poverty and food insecurity, and work to end the need for a local Food Bank.

Specific responsibilities:

1. Respond to enquiries on the Foodbank email account, phone line and social media accounts for clients, donors, prospective volunteers and other members of the public as agreed with the Operations Manager.
2. A range of administrative tasks relating to client referrals, Distribution Centre and Warehouse activity.
3. Development of support resources for Clients, Distribution Centres and Warehouse.
4. Processing volunteer applications and registering new referral agency partners and maintaining up-to-date records for existing volunteers and referral partners.
5. Maintain the Food Bank's active public presence e.g. on social media channels and website, with quarterly newsletter etc.
6. Support Dunstable Food Bank to achieve its fundraising requirements through grants and donations helping the Foodbank become financially sustainable.
7. Carry out tasks under the guidance of the Operations Manager, including any other duties that may reasonably be required to support the Operations Manager and the running of Dunstable Food Bank.
8. Provide cover of key areas when the Operations Manager is absent.
9. Follow all policies and procedures including safeguarding policy and confidentiality agreement.
10. Adhere to all Data Protection Act requirements.

PERSON SPECIFICATION

Key Skills:

- Strong verbal and written communication skills
- Strong interpersonal skills
- Confident and competent user of IT including: email, document and spreadsheet applications, cloud-based storage (such as Google Drive), internet and social media
- Attention to detail
- Ability to work independently and unsupervised
- Organised and self-motivated
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds

Personal attributes:

- Honesty and integrity
- Passionate about tackling poverty

Other requirements:

- There is an occupational requirement for the post-holder to be sympathetic to the Christian values and beliefs held by Dunstable Foodbank.

To apply, please complete the *Dunstable Foodbank Operations Assistant Application Form* and send it, along with your CV and a covering letter explaining why you feel you would be suitable for the role, to info@dunstable.foodbank.org.uk