

Dunstable Foodbank Operations Assistant

ROLE DESCRIPTION

Responsible to: Operations Manager

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

Salary: £12.00 ph, (£15,600 per annum)

Hours: 25 hours a week across 5 days

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

Location: Office in DFB Warehouse or at home when appropriate

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 Foodbank.

Specific responsibilities:

1. Act as the first point of contact for Foodbank enquiries on the Foodbank email account, phone line and social media accounts for clients, donors, prospective volunteers and other members of the public.
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. Help to maintain the Foodbank's active public presence e.g. on social media channels and website, with quarterly newsletter etc.
6. Supporting Dunstable Foodbank 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 Foodbank.
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) and internet
- 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