



S2 Food Poverty Network Manager

Job Role: S2 Food Poverty Network Manager

Hours of Work: 30 hours a week 8am – 4pm Monday, Tuesday, Wednesday and Thursday. Some flexibility is required to cover urgent business needs

Salary: Between £31,000 and £35,000 FTE, pro rata 30 hours, depending on experience

Location: St Swithun's church & the Community Shop, Cary Road, Sheffield S2

Accountable to: Trustee Board

Accountable for: Administrator, Facilities and Stock Manager and Volunteers

Job Purpose

To ensure that all staff, volunteers, and everyone who comes to the Foodbank and the Community Shop for help are treated with care and respect, including listening to their needs, not judging them and signposting to further assistance appropriately.

To celebrate and build on a successful organisation that is embedded in the community and has a strong, positive reputation because of the unique relational model that has been developed over the last 10 years.

To lead a committed team of over 30 volunteers and manage paid staff.

To lead the organisation in its mission to continue to seek to alleviate hunger, restore dignity and provide a pathway to financial independence, offering hope to local people in crisis.

To contribute to the shaping, review and implementation of the strategic development plan for the organisation.

Responsibilities and Duties.

Organisational

To be responsible for the oversight of the operation of the Food Bank, Community Shop and Additional Offer, including taking responsibility for the S2 Food Bank telephone, ensuring the vision and purpose are maintained.

To line manage the paid staff, conducting quarterly reviews, annual appraisals and supporting Personal Development Plans.

To be pro-active within the role and provide cover for team members in their absence where appropriate and reasonable.



To facilitate and record actions from staff team meetings.

To have overall responsibility for the recruitment, training and management of volunteers.

To ensure compliance with the statutory requirements and best practice in safeguarding, health and safety, staff handbook and other policies, ensuring they are reviewed annually and kept up to date.

To have oversight of the budget set by the Trustees and assist the Treasurer in setting and monitoring annual budgets and ensuring economies of scale are achieved across the Food Bank and the Community Shop.

To lead the management of volunteers and Trustees, to develop a proactive approach to building relationships and developing collaborative working opportunities.

To participate in relevant networks.

To ensure communication with local businesses, local organisations, supermarkets and food donors, is focused on maintaining good relations and further develop the work of the Foodbank.

To lead and manage the complex operation during the Christmas period, building on and maintaining the high-profile partnerships with organisations that are essential to the Christmas operation.

Food Bank

To have oversight of the operation of the Food Bank.

To ensure the efficient running of the supply of emergency food parcels in alignment with the core purpose and mission.

To ensure the emergency supply of food meets the immediate needs of the local community.

To ensure the volunteers are enabled to build relationships with clients as a core part of their role.

To develop a plan for increasing the number of both professional and self-referrals to ensure we are meeting the needs of the communities that need crisis support.

To ensure that the Foodbank phone, email and social media accounts are monitored and updated on a regular basis, and to ensure that all enquiries and other communications are handled efficiently.



Community Shop

To have oversight of the operation of the Shop, ensuring it is efficiently run, well stocked with a good range of food, including fresh fruit and vegetables and within budget.

To support volunteers to conduct the reviews with clients who access the Community Shop.

To ensure that the role of the Shop and the criteria applied to accessing the Shop, contribute to tackling the underlying causes and of why people find themselves in crisis and is part of the pathway towards financial independence.

Additional Support: Debt and Benefits Support.

Debt Mentoring

To maintain the strategic relationship with the Community Money Advice (CMA).

To ensure adherence to the policies and procedures as set out by the CMA and Financial CA.

To ensure the Annual Audit is organised and successful.

To coordinate and support the volunteer team of Debt Mentors, ensuring they have access to training from CMA.

To oversee the management of the caseload of clients, including all records are up to date and the communication with the clients is managed.

Benefits Support

To support and grow the Benefits Advice Team to help maximise clients' income.

To manage the PIP Advisor and the Fuel Advisor.

To recognise the boundaries of the advice offer and make onward referrals or signpost elsewhere as appropriate.



Food Poverty Network Coordinator Person Specification

Skills	Essential	Desirable
Organisational Skills	x	
Ability to work unsupervised, under pressure and to deadlines.	x	
Ability to lead and work as part of a team.	x	
Ability to plan and mobilise to achieve the plan.	x	
Excellent interpersonal skills.	x	
Walk alongside people at their pace to support them to achieve their goals.	x	
Financially literate.	x	
IT skills (Microsoft Word, excel)	x	
Ability to use data and statistics to inform decision making and targeting.	x	
Experience		
Leading and managing a team	x	
Management of complex operational systems	x	
Work with volunteers		x
Working in a food bank or similar food project.		x
Experience or ability to demonstrate the unique features of working in a voluntary or community organisation.	x	
Budget management.	x	
Fundraising		X
Experience of working with people from a wide	x	



range of backgrounds and sectors.		
Experience of working and building partnership working.	x	
Knowledge		
Impact that poverty has on people.	x	
Community development principles and practice		X
Knowledge of Debt Mentoring system		X
Knowledge of the benefits system		X
Qualities		
Willingness to learn and develop new skills and knowledge, e.g. debt mentoring.	x	
Commitment to social justice.	x	
Honesty and integrity	x	
Welcoming, non-judgemental, kind and respectful.	x	
Dedicated and conscientious.	x	
Embrace diversity with dignity and respect	x	
Value people for who they are and enjoy working with a range of people.	x	
'Can do' approach.	x	
Qualifications		
Qualified debt mentor and/or advisor		X
Benefits advisor		X