**Action Homeless - Job Description**

**Job Title:** Food Stop Supervisor

**Department:** Central Services

**Responsible to:** Community Support Manager

**Hours:** 20 hours p/wk

**Contract:** Fixed term for 12 months

**Salary:** Band 2: Point 6: £17,660 (pro rata £9,545)

1. **Job purpose**

To oversee the day to day running of the Action Homeless Food Stop, working alongside a team of volunteers to ensure that the shop runs smoothly, that customer’s needs are met and that the Food Stop provides a welcoming and friendly atmosphere for all.

1. **Key responsibilities**

**2.1 Supervision of volunteers**

2.1.1 Ensuring Food Stop volunteers are fully supported to carry out their duties, including the induction and training of new volunteers

2.1.2Creating volunteer rotas and ensuring adequate volunteer cover in the Food Stop

2.1.3 Assigning volunteer tasks ensuring that volunteer time is used effectively and that duties are carried out to a high standard

2.1.4 Assisting the wider team to recruit new volunteers and support the organisation to retain a culturally diverse bank of volunteers, which reflects the client group that the Food Stop serves

**2.2** **Service delivery**

2.2.1 Ensuring all stock is handled and stored in line with food safety guidance

2.2.2 Ensuring waste is kept to a minimum and that excess stock is redistributed where possible through partner organisations

2.2.3 Ensuring continuity of service through effective resource management

2.2.4 Ensuring day to day operations are competently carried out i.e. packing of food parcels, sorting donations, cleaning etc

2.2.5 Ensuring all referrals are dealt with efficiently, within stipulated time-lines and with awareness of confidentiality

2.2.6 Maintaining a welcoming and supportive environment at the food bank for all clients, staff, volunteers and visitors

2.2.6 Ensuring that the Food Stop is a safe environment for all visitors, customers, and volunteers; and that Action Homeless’s policy and procedures are properly implemented.

**2.3 Monitoring and Evaluation**

2.3.1 Inputting and collating data relating to Food Stop referrals and use in line with contractual requirements

2.3.2 Supporting the facilitation of annual surveys with service users with a view to continuous improvement of service

**This job description is subject to regular review in consultation with the post holder.**

**Person Specification**

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|  |  | **Criteria**  **Indicated E (Essential) D (Desirable)** | **Method of assessment[[1]](#footnote-1)** |
| **Competences, skills and experience** | E  E  E  E  E  D  D | Experience of coordinating or managing volunteers  Excellent verbal communication and interpersonal skills  Excellent planning and organising skills  Good all round IT skills and competent use of Microsoft Office packages  Ability to achieve targets and work to tight deadlines  Knowledge of relevant national and local policy issues and debates in respect of poverty, welfare benefits and other social welfare provision  Knowledge or experience of stock management procedures | 1,2  1,2,  1,2,3  1,2  1,2  1,2,3 |
| **Values and motivation** | E  E  E | Genuine interest in working in the voluntary sector  Ensures that service users at the heart of the work and that service respond to their interests and needs.  Understanding and commitment to delivering services in a way that recognises and values diversity. | 1,2  1,2  1,2 |
| **Personal characteristics** | E  E  E  E  E | Friendly, creative and confident with great inter-personal skills.  Positive thinker with the ability to inspire and encourage other people.  Highly self motivated with a focus on achieving goals whatever the setbacks.  Team player who is equally able to work on own initiative.  Ability to work some unsocial hours, including occasional evenings and weekends. | 1,2  1,2  1,2  1,2  1,2 |
| **Other requirements** | E | Full driving license and access to own vehicle. | 1,4 |

**A satisfactory enhanced DBS disclosure will be required for this post.**

1. Methods of assessment: 1 = application form, 2 = interview, 3 = presentation / test, 4 = supporting evidence. [↑](#footnote-ref-1)