



MANAGER JOB DESCRIPTION

Reporting to: The Trustees of Cupar Foodbank

Based at Cupar Foodbank, 21 St Catherine's Street, Cupar, KY15 4TA

Job Purpose:

The Foodbank Manager will be responsible for ensuring the successful operation of the Foodbank. They will oversee the effective operation of the Foodbank and manage volunteers to ensure that customers receive the highest level of service possible.

The Foodbank is a vital point for accessing support within the community and the manager plays a pivotal role in controlling stock and ensuring effective operation.

Key responsibilities and accountabilities:

1. Staffing, Service, Training and Monitoring

- Recruitment, induction, line management and training of staff and volunteers.
- Collection and distribution of food parcels.
- Facilitation of the recruitment, training, appraisal and performance of staff/volunteers, ensuring consistent, high-quality service to customers.
- Devising and checking of rotas to ensure adequate cover and skills according to operational requirements and HR policy. The Foodbank will be open 3 days a week. It will sometimes be necessary to enable access to emergency support at short notice.
- Providing adequate induction and hands-on training to new workers and volunteers to ensure a high quality of service - particularly in terms of health, safety and hygiene matters - ensuring consistent, high-quality service to customers.
- Holding regular meetings with staff and volunteers providing an open forum for staff and volunteers to be given new information and providing feedback from these meetings to the Trustees.
- Promoting the Foodbank and its work within the local community and surrounding area.
- Forming and maintaining strong partnerships with appropriate support agencies.
- Monitor the project, volunteer or other activities with respect to the requirements of external agencies, or as required by the Trustees.
- Managing the Trussell Trust Database.

- Participating in relevant local authority partnerships and groups including the Welfare Reform Action Planning Group and the Poverty Action Group.

2. Stock Control, Ordering and Financial Monitoring

- Ensuring regular stock rotation and control, including avoidance of wastage.
- Sourcing donations and ensuring that any gaps are addressed efficiently at all times.
- Ensuring appropriate financial recording and operation
- Ensuring security measures are adhered to, especially with regard to any donations and staff/volunteer personal belongings.

3. Front of House Service

- Maintaining a high level of service for customers.
- Ensuring strong links with referral agents.
- Ensuring appropriate records are maintained in line with legal requirements.
- Hosting visits to the Foodbank by local organisations, schools and other interested parties

4. Supervision and Foodbank Management

- Taking responsibility for the overall management and efficient operation of the Foodbank, including the supervision of all staff and volunteers.
- Providing training as required in all aspects of Foodbank operations including dealing with customers, hygiene procedures, stock rotation and cleaning.
- Attending regular management meetings and taking a supportive role in the decision-making processes in the overall management of the Foodbank.
- Implementing new ideas or initiatives, and continuing seasonal additional support.
- Taking responsibility for, and representing the charity in, all legislation areas including food and health and safety.