

LymeForward Community Interest Company

Foodbank Coordinator

Job Description & Person Specification

Job title:	Foodbank Coordinator
Status:	Permanent contract
Hours:	Part Time - 10 hours per week – to cover sessional hours on Tuesdays and Wednesdays, and flexibly across weekdays
Contract	Permanent
Salary:	£10 per Hour
Location:	Lyme Regis & Charmouth
Managed by:	Chief Operating Officer
Accountable to:	Director of Foodbank

LymeForward:

LymeForward is a Community Interest Company (CIC) that acts as the Local Area Partnership (LAP) for Lyme Regis and the surrounding area. It contributes social benefit through engaging individually with, and bringing together, local people, community organisations and service providers in order to strengthen collaboration in providing and improving local services that make a real difference to people's lives.

The Role:

The Foodbank coordinator is responsible for ensuring the day to day smooth running of Lyme Regis & Charmouth Foodbank, enabling the provision of emergency food and other additional services to local people in crisis. The role includes the promotion of the Foodbank services to community organisations, schools and healthcare agencies.

Responsibilities:

To be the key point of contact for people looking for support with food insecurity and emergency access to food.

Coordinate a team of volunteers, delivering training and ensuring they feel supported and equipped to deliver the Foodbank session.

Empower volunteers to deliver client services, monitoring and implementing requirements of LymeForward policies to ensure the ongoing development and improvement of the Foodbank.

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To prepare reports as required for funders, members' meetings, committees and the Directors.

Develop and maintain relationships with referral agencies, delivering referral agency training and ensuring adherence to the Operating Model and acting as the Foodbank's Single Point of Contact for referral agencies to enhance key relationships.

Liaise with the Director for Foodbank to ensure sufficient food supplies to meet client needs.

Develop and maintain a directory of services to proactively guide and signpost clients to other local agencies for further support.

Participate in regular 1:1s and annual reviews, contributing to the identification of objectives and targets, and monitoring progress towards them.

Actively contribute to the culture of innovation, resourcefulness and best practice to make best use of time and of team's skills.

Promote collaborative and flexible working across the team and LymeForward.

Person specification

Requirements	Measures of Success (Key Performance Measures)
Passionate about the work of the Foodbank and to the Values of LymeForward	Demonstrates personal integrity and commitment to the values of LymeForward
Calm and professional manner especially when dealing with members of the public and clients	Good relations with members of the public, including adults at risk
Experience of working with organisations that recruit, train and support volunteers	Effective and sensitive volunteer management, including for those with additional care and support needs, and in a multi-and no-faith environment. Demonstrates emotional intelligence
Strong organisation skills	Good attention to detail Proactively seeks improvements in system efficiency
Excellent communication (both written & verbal) and interpersonal skills Excellent phone manner	Effective and considered communications with all internal and external stakeholders

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	<p>Strong presentation skills: confident speaking in public and acting as a representative of LymeForward Foodbank to key stakeholders</p> <p>Demonstrates a good understanding of the principles underlying General Data Protection Regulations (UR GDPR), other applicable legislation and best practice</p>
Confident engaging with websites, virtual meetings and social media	Proactively promotes the work of the Foodbank and availability of services
Team worker	Ability to work as part of a team, taking the lead as appropriate
<p>Ability to work unsupervised</p> <p>Ability to work under pressure and to deadlines</p> <p>Ability to juggle competing priorities</p> <p>Ability to work through challenges in positive and effective ways</p>	<p>Delivers key outputs and responds promptly to management requests</p> <p>Ability to effectively manage several different service initiatives and competing priorities simultaneously</p> <p>Demonstrates resilience, resourcefulness and perseverance</p>
<p>Competent and efficient use of IT</p> <p>Experience of Microsoft Office (Word, Excel, Outlook) Internet and email</p>	<p>Produces clear and well organised documents and reports, interprets and presents data in an appropriate format, manages inbox efficiently</p>
Commitment to occasional need to work outside of normal working hours and travel outside of Dorset	Willing to be available for work related travel
Holds a Full UK driving licence	