

Responsible to: Project Lead

Rate of pay: £12.82 per hour

Full-time / part-time: Part time – 20 hours per week, 4 hours per day over 5 days.

Temporary / permanent: Permanent contract for a 12 month period, with potential to extend.

Location: Newcastle-Staffs Foodbank admin office in Knutton.

Overall responsibility of the job: To support the work of the Foodbank with administrative tasks such as responding to phone calls and emails, data entry, and collation / distribution of information to donors, supporters, clients and referral agencies

Key tasks:

- Be the first point of contact for the Foodbank by managing the phone number and general email address.
- Managing the online system for referrals and addressing any requests for deliveries.
- Liaising with referral agencies to maintain good working relationships.
- Following up unfulfilled referrals either with the client or the referral agency.
- Maintaining contact lists, databases and publicity distribution lists.
- Supervision of our customer service apprentice, for example in updating of website and production of monthly newsletter, and our social media volunteer.
- Carry out other tasks under the guidance of the Project Lead.
- Follow all policies and procedures including our Safeguarding policy, Confidentiality agreement and all Data Protection requirements.
- Report any Health & Safety or Safeguarding concerns to the Project Lead.

Key skills:

- Excellent communication
- Confident user of IT, including Excel and PowerPoint
- Confident user of social media, preferably with experience of Facebook Business Suite
- Has an eye for detail
- Organised and self-motivated
- Honesty and integrity

Training

Induction training

H&S, Environmental Health & Manual Handling as appropriate

Child/Vulnerable adult protection

Data protection

Terms and Conditions

All appointments are subject to suitable references and the successful completion of a 3 month probation period.

The employee will have a line manager whose responsibility it will be to:

- *Be familiar with the work of the employee*
- *Determine priorities for work*
- *Act as a 'sounding board' for the employee*

Newcastle-Staffs foodbank is a charity founded on Christian principles. We all subscribe to the same values, and expect that all team members will support this ethos, irrespective of belief or background. We rely on around 80 volunteers to provide the service that we do.