

Job Description – Operations Manager

Overview:

The Operations Manager ensures the Foodbank runs smoothly so clients receive food with care and dignity. They oversee the warehouse, manage food donations and purchases, and maintain a safe, welcoming environment. A key part of the role is supporting and training volunteers, helping them thrive as part of the team. The Operations Manager also deputises for the Project Lead when required.

Responsible to: Project Lead

Rate of pay: £14 per hour

Hours:

- Part-time, 15–20 hours per week, with some additional hours during busy seasonal periods.
- Fixed hours at the warehouse are Mondays 9am–4pm and Wednesdays 9am–12 noon
- The final working pattern and job description will be agreed in consultation with the line manager.

Key tasks and accountabilities:

Warehouse & Operations

- Oversee the day-to-day running of the warehouse, liaising with the six Foodbank centres, food donors (schools, supermarkets, churches, etc.), and local partners.
- Manage stock levels, including ordering supplies, monitoring shortages, and coordinating the annual stock check.
- Organise seasonal supermarket collections with staff and volunteers to boost donations and fundraising.
- Review and improve warehouse processes to ensure efficiency and effectiveness.
- Maintain accurate warehouse records and ensure timely data entry.
- Ensure the premises are safe, secure, and well maintained.

Volunteers & Team Support

- Provide leadership, supervision, and training for warehouse volunteers, including inductions for new team members.
- Encourage and support volunteers, recognising their vital role in delivering the Foodbank's mission.
- Work closely with the staff team as a team player, helping to plan and deliver Foodbank activities such as appeals, supermarket collections, and peak periods (e.g. Harvest and Christmas). This includes communications, logistics, volunteer coordination, and practical organisation to ensure busy times run smoothly.

Health, Safety & Compliance

- Lead on health and safety across the warehouse and related operations.
- Ensure Foodbank policies, procedures, and operational standards are consistently followed.
- Carry out regular safety checks (monthly, quarterly, and annually as appropriate) covering equipment, fire safety, first aid provision, and premises security.

Leadership & Deputising

- Provide continuity of leadership by deputising for the Project Lead when required.

Person Specification

Essential Experience

- Working as part of a team and delivering high-quality customer service.
- Managing and delivering through others (e.g. leading a project, supervising a team, or people management through work/volunteering).
- Training and developing others.
- Building positive working relationships with a diverse range of individuals.

Desirable Experience

- Managing and working with volunteers.

- Experience in the charity sector.
- Previous warehouse experience.
- Developing and maintaining relationships with external suppliers and contractors.

Skills

- Strong interpersonal and communication skills, both written and verbal.
- Ability to build positive working relationships.
- Ability to plan, manage, and monitor own workload, with clear reporting to the line manager.
- Good attention to detail and an organised approach to tasks.
- Numerate and confident in using data (Excel or databases).
- Comfortable using email and the internet.
- Physically confident to undertake regular light and heavy lifting.
- Holder of a clean driving licence.

Personal Attributes

- Self-motivated and able to work independently.
- Proactive, with the ability to motivate others and encourage teamwork.
- Empathetic and able to respond appropriately to those in crisis.
- Values that align with the Foodbank and the Trussell Trust.

Knowledge

- Understanding of food safety regulations.
- Understanding of health and safety policy and practice.
- Understanding of GDPR.
- Understanding of safeguarding policy and practice.

Training

- Induction training will include Safeguarding, Data Protection, Health & Safety, Environmental Health, and Manual Handling.
- The Operations Manager is expected to be proactive in identifying and undertaking training relevant to their responsibilities, primarily through Trussell's training portal.

Terms and Conditions

- All appointments are subject to satisfactory references and the successful completion of a six-month probationary period.
- The post holder will report to the Project Lead (or designated manager), who will provide support, set priorities, and act as a sounding board.

How to apply

We'd love to hear from you! To apply, please send a **letter of application** and your **current CV** to Jane Baker at:  projectlead@newcastlestaffs.foodbank.org.uk

Please also include the names and contact details of **two referees**, one of whom should be your current employer (if applicable).

- **Closing date for applications:** Thursday 25th September 2025
- **Interviews:** Tuesday 30th September 2025

About Newcastle-Staffs Foodbank

We are a charity founded on Christian principles. While there is no requirement for staff or volunteers to share the Christian faith, we ask all team members to respect and support the ethos and values that underpin our work. Our Foodbank relies on the commitment of over 80 volunteers, whose dedication makes it possible for us to serve people in crisis across our community.

We run in partnership with member churches of Churches Together in Newcastle-under-Lyme and other churches in the Borough. We are committed to restoring dignity and reviving hope for those in crisis in this area.

We are part of the Trussell Trust Network, and a registered Charitable Incorporated Organisation 1194404.

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