



Foodbank Administrator Job Description

Responsible to: Project Manager and Operations Manager

Responsible for: Ensuring completion of the Foodbank administrative tasks and communications needed to support the Whitehawk Foodbank

Salary: £10,920 per year

Hours: 3 Working Days (21 Hours per week)

Contract Length: 2 Years.

Person Description:

This role requires confidence and experience in using technology and software for the purpose of administration, as well as confidence in communicating via phone, email and in person with clients, donors, referrers and others.

Further, as a Trussell Trust foodbank we are committed to seeing a UK without the need for foodbanks, and the successful candidate should be passionate about combating food poverty.

Specific Responsibilities:

Reporting to Project Manager and Foodbank Coordinator

- Bring to attention any concerns or issues that arise during the completion of weekly administration and tasks.
- Communicate any important and relevant information that arises during communications (phone, email and face-to-face).
- Attend weekly foodbank staff meetings to debrief from operational week and look forward.

Trussell Trust Compliance

- Ensure that all administration reporting is completed in compliance with Trussell Trust requirements and operating manual.

- Complete any relevant Trussell Trust training to the role, and attend Trussell Trust network meetings when appropriate.

Communications

- Support the foodbank team with phone, email and face-to-face communications with different clients, referrers, supporters and others.
- Any relevant communication with staff and volunteers.

Administration Tasks

- Creation and inputting of e-vouchers into the Foodbank database.
- Weekly collection of statistics for the foodbank centre.
- Using the Assemble Volunteer Management System to keep volunteer rota and shifts up to date.
- Weekly allocation of delivery slots and creation of driver sheets.
- Drafting and distributing meeting agendas for Foodbank Steering Group.
- Note taking and distribution of notes for Foodbank Steering Group meetings.
- Ensure correct and orderly filing of foodbank office and administrative paperwork.
- Maintaining details of Foodbank collection points and allocated volunteer drivers.
- Creating and maintaining client order sheets and folders for the befriending team.
- Input stock data into the food bank database.
- Any other tasks as assigned by the project manager or operations manager.