

HAMBLETON FOODSHARE CO-ORDINATOR

Hambleton FoodShare is an independent foodbank (registered Charity no 1156571) which has supported people in temporary financial crisis in Hambleton since March 2013. The post is available in January following the retirement of the present post-holder, and is based in Northallerton. The Co-ordinator is the main point of contact for customers and referral agencies, working with the charity's trustees and large, diverse group of volunteers. The successful candidate will have experience of working with voluntary organisations in a lead role, and a minimum of 5 good GCSE passes, or equivalent. The ability to work alone but also to deliver excellent customer-focussed service through volunteers is required.

25 hrs per week Mon-Fri, normally 5 hrs per day
Salary: £13,661 p.a. (equivalent FT salary £20,219)

The closing date for applications is Monday 3 Dec 2018 and interviews will be held on 10 Dec 2018 at Northallerton Methodist Church. If you have not heard from us by that date, we regret that your application was unsuccessful. For more information see www.hambletonfoodshare.org.uk . To apply, please complete the application form available from that website and return it to recruitment@hambletonfoodshare.org.uk.

BACKGROUND INFORMATION

Hambleton FoodShare (HFS) opened to customers in March 2013 as the result of a joint initiative between Broadacres Housing Association, local churches and other voluntary and statutory bodies. It is a registered charity run by a board of Trustees with the purpose of "the prevention or relief of poverty in the district of Hambleton, North Yorkshire". HFS has been nominated this year for a Queen's Award for Voluntary Services. Initially it was entirely volunteer-led but within a year its first paid co-ordinator was appointed and that has remained the position. The post has become vacant due to the retirement of the current post-holder.

Since 2013 the activity of HFS has increased both in the number of food parcels distributed (1492 from July 17 to June 18) and the involvement of volunteers who now number over 70. In 2017 the Trustees initiated a review of the priorities, strategy and structure, aware that the development of activity had been reactive rather than planned. The outcomes of the review were:

- To focus on developing our partnerships with voucher issuing agencies as a means of extending our "reach"
- To explore the establishment of additional outlets in the District
- To nurture and encourage our volunteers
- To address issues of resilience and sustainability
- To adopt a revised organisational structure as a means of delegating tasks to specific teams, thereby increasing our resilience and enabling the co-ordinator to focus on the priorities above.

The restructuring was largely completed in August 2018 providing a framework for much of the existing activity. The innovation was the establishment of an Operations Group consisting of Cluster leaders and representatives of the Trustees. This

provides a forum for collaboration and communication which is proving extremely effective.

Food parcels are mainly distributed by a rota of teams on Mondays from 4 – 6 p.m. from our base in Zion URC Church just off Northallerton High Street*. Emergency parcels can be requested by our partner agencies who in some cases hold a small stock. We also have a small outlet run by a team in Bedale and occasionally support The Clock in Thirsk with stock replacements.

Our food stock is almost entirely generated by donations in kind from a range of organisations and churches in the district. Some are regular donors, others are seasonal e.g. Harvest and Christmas. The Logistics team, based at our store in the grounds of County Hall, collects and sorts donations and replenishes the Zion store cupboards. We benefit from a considerable number of one-off and regular monetary donations and our very popular Wednesday “Soup and a Roll” lunch provides a regular source of income. HFS is financially sound.

*HFS are partners in the new initiative of The Living Rooms (TLR) which aims to establish a safe space where it is “OK not to be OK” as well as offices and meeting rooms. Premises have been identified in Northallerton town centre and are expected to be available in the New Year. The co-ordinator currently has office space with Hambleton Community Association but the intention is for the co-ordinator to have an office in TLR and for TLR to be the new distribution point for HFS parcels.

JOB DESCRIPTION

Responsible to: Trustees through nominated line manager.

Location: The Living Rooms (Garthway Arcade, Northallerton)

Job purpose:

To act as the main point of contact for customers, referral agencies and external organisations for Hambleton FoodShare. Responsible for the recruitment, co-ordination and oversight of volunteers and for the provision of support to the Trustees.

To promote and assist in the delivery of excellent customer -focused service.

Job tasks

1. Develop with the Cluster Leads the roles of volunteers, co-ordinating rotas, ensuring appropriate training is provided and communicating effectively with a large diverse group to ensure that the factors critical to the success of Hambleton FoodShare are maintained.
2. Ensure that customer records are maintained to provide for the confidentiality of data, using Microsoft Office products (including Access).

3. Collaborate and liaise with the Trustees & the Operations Group and contribute to their meetings.
4. Ensure production of regular reports and statistics from the FoodShare database to be presented at all relevant meetings as required.
5. Responsible via the Logistics Cluster Lead for the stock control of all produce donated, ensuring donations are collected and stored appropriately. Ensuring that appropriate action in terms of low stock items and the purchase of fresh produce is taken.
6. Responsible for the publicity of FoodShare and keeping up to date with local events to promote its work. Developing and organising fund raising and assisting with the gaining of grants.
7. Develop and sustain relationships with current and prospective referral agencies: to be the first point of contact for all the referral agencies in the delivery of the service, meeting with them on a regular basis and problem solving where issues arise. Ensure that the voucher system for the agencies is managed effectively.
8. Ensure a robust process for the issuing of 'out of hours' emergency food parcels is in place so that they can be despatched promptly.
9. Responsible for reviewing feedback from volunteers, agencies and customers and taking appropriate action to improve the service.

Job dimensions

The post holder will:

- Nurture and support volunteer relationships, which are critical to the delivery of a sympathetic and efficient service
- Work with vulnerable customers and highly sensitive and confidential data.
- Work alone frequently.
- Have a full UK driving licence and access to a vehicle for business use.
- Be expected to maintain and develop Hambleton FoodShare's image and reputation through personal example.
- Deal with telephone queries and liaise with customers, volunteers and external organisations in a polite and professional manner.
- Maintain excellent and productive relationships with the referral agencies.
- Ensure all work undertaken and services provided are in compliance with the Data Protection legislation.

PERSON SPECIFICATION

Experience

Experience of working with voluntary, not-for-profit organisations in a lead role in a medium size organisation.

Experience of leading & working with diverse groups of volunteers. An appreciation of the differences between paid & voluntary staff.

Skills/knowledge

- Demonstrable influencing and leadership skills which promote open and constructive relationships at all levels.
- Team building skills
- Facilitation skills
- Project and change management techniques
- Strong verbal and written communication skills.
- Numeracy enabling statistics to be presented meaningfully
- Self-awareness
- Competent Email & Microsoft Office skills (preferably including Access)
- 5 good GCSE passes or equivalent

Essential Behavioural Competencies

Leadership - takes ownership for delivering objectives by influencing and motivating others. Creates an empowering environment whilst providing clear direction by translating the "big picture" into detailed objectives and critical success factors.

Achieving Objectives - by effective planning, monitoring and implementation.

Strategic Perspective – has the ability to work with the Trustees to develop & translate the overall strategy for HFS into realistic objectives based on a good assessment of priorities, facts and risks.

Drive - focuses energy on the key activities that are important for HFS's goals. Regularly reviews and monitors progress against objectives.

Planning & Organising - knows how much time and resources are needed to complete plans and projects. Looks ahead to spot opportunities, anticipate problems and influence events.

Initiative - is a self-starter and actively seeks opportunities for new approaches to achieve HFS objectives. The ability to see opportunities rather than problems.. Has the self-confidence to allow others to take decisions and use their own expertise.

Communication - communicates effectively at all levels, promoting open communication and sharing of views. Adapts behaviour to suit the situation and anticipates responses and prepares for them.

Relationship Building - devotes time to sharing information across HFS. Adopts a collaborative style. Takes time to understand the needs of others before making proposals or offering solutions. Actively listens and is able to empathise with the views of others.

Desirable Behavioural Competencies

Persuasiveness - convinces others to own point of view by careful listening and understanding of another's perspective.

Stress Tolerance - the ability to make controlled responses in stressful situations such as when faced with hostility or rejection or excessive workload.

Decision Making & Judgement - considers the short and long- term consequences when taking decisions. Knows when to take and manage a calculated risk.