

HAMBLETON FOODSHARE CO-ORDINATOR (Re-advertisement)

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 immediately following the retirement of the previous post-holder, and is based in Northallerton. The Co-ordinator is the main point of contact for customers and referral agencies, works with the Charity's trustees and supports a large group of volunteers. The successful candidate will have experience of working with voluntary organisations in a lead role. The ability to work alone but also to deliver excellent customer-focused service through diverse groups of volunteers is required.

25 hrs per week Mon-Fri, normally 5 hrs per day

Salary: £13,661 p.a. (equivalent FT salary £20,219) subject to annual review

The closing date for applications is 18th February 2019 and interviews will be held on Monday 25th February 2019 at Northallerton Methodist Church. If you have not heard from us by that date, we regret that your application was unsuccessful. For more information and an application form see www.hambletonfoodshare.org.uk . To apply, please complete the application form and return it, with a covering letter outlining your suitability for the post, to recruitment@hambletonfoodshare.org.uk

Only applications on the form will be considered. Previous applicants need not re-apply.

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". Initially it was entirely volunteer-led but within a year its first paid co-ordinator was appointed and that has remained the position. HFS has been nominated this year for the Queen's Award for Voluntary Service.

Since 2013 the activity of HFS has increased both in the number of food parcels distributed (1492 from July 17 to June18) 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 by 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 which 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 late Spring. The co-ordinator currently has office space with Hambleton Community Association, but will be based in TLR which will also be the new distribution point for HFS parcels.

JOB DESCRIPTION

Responsible to: Trustees through a designated line manager.

Location: The Living Rooms (Garthway Arcade, Northallerton)

The Role

To:

- Act as the main point of contact for customers, referral agencies and external organisations
- Be responsible for the recruitment, co-ordination and oversight of volunteers and for the provision of support to the Trustees.
- Work with our present and potential partner agencies in extending our service
- Promote and assist in the delivery of excellent customer -focused service.

JOB TASKS

The post-holder is responsible for

1.
 - Maintaining and developing the service in collaboration with the Cluster leads, Operations Group and Trustees
 - Recruiting, training, developing and supporting the volunteers
 - Co-ordinating rotas
 - Communicating effectively with the Trustees, volunteers, agencies, donating individuals and groups as well as the general public, to ensure that the factors critical to the success of Hambleton FoodShare are maintained.
2.
 - Developing and sustaining relationships with current and prospective referral agencies;
 - Being the first point of contact for all the referral agencies in the delivery of the service,
 - Meeting with the agencies on a regular basis and problem solving where issues arise.
 - Ensuring that the voucher system for the agencies is managed effectively.
3. Ensuring (via the Logistics Cluster lead) effective stock control of all produce donated, so that donations are collected, stored and used appropriately
4. Ensuring that customer records are maintained to provide for the confidentiality of data required by law, using Microsoft Office products (including Access). Providing regular reports and statistics for presentation to meetings as required
5. Publicising FoodShare (including the use of social media) and keeping up to date with local events to promote its work. Developing and organising fund raising and assisting with grant applications.
7. 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 website, Facebook and 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, medium sized, not-for-profit organisations in a lead role
- Experience of effectively leading & working with diverse groups of volunteers

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, social media and Microsoft Office skills (preferably including Access)

Personal Competencies

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.

Achieving Objectives - focuses energy on the key activities that are important for HFS's goals by regular reviews and monitoring progress against objectives.

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.

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.

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

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.

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.

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.

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.

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