



COORDINATOR – JOB DESCRIPTION AND PERSON SPECIFICATION

Job Description

Reporting to: The Board of Trustees of Kirkcaldy Foodbank

Based at: Park Road Centre, Kirkcaldy (TBA)

Job Purpose

To oversee the daily administration of Kirkcaldy Foodbank and maintain both its operational efficiency and organisational standards in accordance with the strategic direction set by the Board of Trustees.

The Foodbank Coordinator will be responsible for ensuring the successful operation of the foodbank, overseeing the daily operational tasks and performance and managing a team of volunteers to ensure the clients receive the highest level of service delivery possible. The coordinator will also be responsible for ensuring the ethical standards set by the trustees are maintained by each volunteer assisting at the foodbank.

The coordinator will have responsibility for working with several subcommittees leads ensuring that open lines of communication are maintained and that the skills of the volunteers are used effectively to meet the aims of the charity and promote this community enterprise.

The Foodbank is a vital point for accessing support in the community, responding to and preventing food poverty through the provision of food and other supports. The coordinator plays a central role in ensuring sufficient food is provided, controlling stock and ensuring effective daily operations and resilience.

Key responsibilities and accountabilities

1. Staffing, Training and Monitoring

- Ensuring effective recruitment, induction, training and ongoing line management of the volunteers
- Monitoring the performance of volunteers to ensure consistent quality of service to clients

- Devising and checking rotas to ensure adequate cover and skills are available to meet operational requirements
 - Maintain safeguarding ensuring all staff and volunteers have both read and adhere to Kirkcaldy Foodbank Safeguarding Policy
 - Hold regular meetings with Team Lead Volunteers, providing a forum for sharing feedback and information and providing such information to the Board as required
2. Stock control, ordering and financial monitoring
- To work with the stock team to ensure regular stock rotation and control, including the avoidance of waste
 - Source food donation and advise on and address any gaps
 - Maintain and adhere to the current protocol for Fairshare along with the stock team
 - Work with the Treasurer to ensure appropriate financial recording of any monetary donations, ensuring security measures and protocols are adhered to
 - Work with the treasurer and other parties to ensure financial expenditure on food is controlled and in line with the budget
3. Service Provision
- Maintain a high level of service for clients
 - Oversee the preparation and distribution of food parcels along with front line volunteers
 - Oversee the effectiveness of the day-to-day rotas to ensure service need is met
 - Review and monitor the foodbank client database
 - Liaise with the Community Service Supervisor regarding deliveries and ensure resilience over bank holidays by agreeing alternative delivery schedules
 - Ensure legislative processes are in place and followed, such as health and safety and food hygiene
 - Liaise with all foodbank hubs as required to ensure their smooth operation
 - Ensure strong links and made and maintained with referring agents
4. Service management and coordination
- Report to the Board of Trustees as directed
 - Identify potential sources of income in conjunction with the Board of Trustees and other partners
 - Form and maintain strong partnerships with appropriate support agencies, liaising as required
 - Participate in Local Authority Partnerships and groups as appropriate

- Promote the foodbank and its work within the local community and surrounding areas and participate in wider anti-poverty events as appropriate
- Host visits to the foodbank by local organisations, schools and other interested parties, liaising with the Board of Trustees for additional input as required.

Additional Information

The post requires 25 hours of work per week; hours to be worked flexibly by agreement with the Board of Trustees.

Location of post, annual leave and pension arrangements to be confirmed.

Person Specification

Essential

- Experience of leading people, managing projects and delegating tasks
- Strong interpersonal skills, empathy and ability to work with people from disadvantaged, marginalised or excluded backgrounds
- Good oral and written communication
- Confident in using e mail, document and spreadsheet applications, social media and internet
- Numerate and comfortable interpreting statistical information
- Self-motivated with the ability to work independently with minimum supervision
- Experience of working in an organisation which deploys volunteers and/or a foodbank

Desirable

- Knowledge of local agencies and partners
- An understanding and experience of working with vulnerable people and those in poverty
- Driver with a clean driving licence and access to vehicle

The candidate should have a flexible approach to working hours, have honesty and integrity, be passionate about tackling poverty, hunger, deprivation and injustice. They should be non-judgemental and have a positive and can-do attitude. Candidates must have a current live connection to Kirkcaldy Foodbank.