

STOKE-ON-TRENT FOODBANK ADMINISTRATOR

Job Description

Job Title:	Administrator
Based at:	Stoke-on-Trent Foodbank, working from both the office in Hanley Community Fire Station, and The Warehouse, Blurton
Salary:	£8 per hour
Hours:	20 hours per week over 4 or 5 days (subject to funding)
Responsible to:	Project Co-ordinator

Summary of Duties

- A** To be responsible for the day to day office administration of the foodbank including monitoring and data collation
- B** To provide administrative day to day connections with the referrers and distribution centres.
- C** To respond to phone calls and emails appropriately.

Main Duties

- To ensure that all administrative systems are effective in monitoring data, referrals and receipt and distribution of the food.
- To ensure on a weekly basis referrers are in receipt of up to date information and vouchers as required, monitoring the quality and quantity allocated to referrers. Update the referrer database, and carry out new referrer meetings and review meetings.
- To support the administration systems which are in place to record donations. Maintain records and send thank you letters to donors.
- To ensure the input of the vouchers into the foodbank data collection systems across the distribution centres and within the central office. Filing effectively.
- To ensure all information is in place regarding Volunteers, including references and contact details. Maintain the Volunteer database.
- To coordinate communication across the distribution centres ensuring that they are supported as required.
- Ensure emails are checked and dealt with accordingly.
- To ensure that telephone calls received and dealt with appropriately.
- To update the operating manual with any new updates from the Trussell Trust.
- Maintain the bus tickets system. This will include updating the database and the monitoring of tickets issued, ensuring that all tickets are sent into the office from centres with the relevant data capture forms.

- Support Volunteers where required. Inducting and supporting Volunteers who are helping with Administrative tasks.
- Administrate the Stock Ordering process. Ensuring all Warehouse re-stock orders are received and processed as required in a timely way.
- Support publicity to promote the activities and delivery of the Foodbank.
- Support the Project Co-ordinator in administrating the Annual Quality Assurance process, which will include gathering evidence of risk assessments across the warehouse, offices and distribution sites, ensure Health & Safety, First Aid, trading standards and environmental health standards are evidenced where required.
- Order stationery and other items as required.
- Co-ordinate invitations to events and training.
- Co-ordinate schedules during busy times, such as during harvest where there are additional collections and talks required.

Values

We value life-giving relationships and believe that they form the context in which our core values operate

Integrity	We value integrity which guides us in all our dealings both in public as well as in private.
Generosity	We value generosity as a way of life.
Compassion	We value compassion as Faith in Action, which finds its origins in the teachings of Jesus the Christ.
Humanity	We value people as God's treasured masterpieces and so we endeavour to treat them with dignity, respect, acceptance and love.

Signed (Post holder).....date.....

Signed (Manager)date.....

Person Specification

Please clearly provide evidence in your application to show that you can meet the following requirements.

	Requirements	Essential	Desirable
Skills / Experience / Knowledge	An understanding of the issues relating to the beneficiaries of the Stoke-on-Trent Foodbank	√	
	Excellent IT Skills: word-processing, spreadsheets, database, emails, powerpoint etc	√	
	Experience of working with vulnerable people		√
	Developed organisational, administrative and monitoring skills, accuracy and attention to detail	√	
	Excellent written and oral communications skills	√	
	Experience of maintaining administrative records, providing statistical information, including keeping audit trails as necessary	√	
	A knowledge of the various agencies and partnerships which work within communities		√
	The ability to work with and motivate individuals and volunteers	√	
	Driver with a clean driving licence		√
Personal Qualities	Agree and support the values of the Stoke-on-Trent Foodbank (see job description for these)	√	
	Self-motivated, well organised and able to work under own initiative as well as within a team	√	
	Sensitive to, and able to respond appropriately to, the needs of people	√	
	Ability to work under pressure and to deadlines	√	
	Willingness to work flexibly with a 'can do' attitude	√	
	A pleasant telephone manner.	√	
	Value and respect all the people who come into contact or work within the Stoke-on-Trent Foodbank	√	
	Willingness to offer additional voluntary time	√	