



Post title: Project Manager - Poole Food Bank+

Hours: 37 hours per week

Salary: £14.50 per hour / £27,898 pa, plus 6% employer contribution

Contract: Permanent

Main location: Jimmy's, St James' Church Centre, Church Street, Poole, BH15 1JP

Line Manager: CMA and Life Centres Programmes Manager

What is this project about?

Supported by Faithworks (FW), Poole Food Bank+ (PFB+) provides emergency food supplies to those who need it across Poole and the surrounding area. At PFB+ we also want to provide access to additional support that can help build long term resilience, such as budgeting support, debt advice, housing advice and benefit advice and much more.

Ultimate success in this role is about not only serving everyone who visits in the best possible way, but more widely bringing hope to those clients in the midst of their crisis; so, we will measure not only the number of people (and their demography and cause of crisis), but also the stories of those who have climbed out of crisis into a more stable situation (including those of our volunteers)

As a Christian-based initiative, we believe that the project needs to demonstrate the qualities of generosity, integrity and grace towards those who seek assistance; and we will do this to the highest standards of professionalism and full compliance with appropriate safeguarding and Health and Safety regulations.

Overall Purpose of job:

To oversee the development and delivery of the whole project, including the running of the food bank, which is delegated to the Deputy Manager and the store, delegated to the Store Manager on a day-to-day basis and;

- develop the '+' element of the food bank – those activities that will foster individual and community resilience and thriving long term.
- develop and manage engagement with a wide range of active partners including the local church, businesses, other crisis support providers, county and local council colleagues, schools and other groups and people of influence.
- continue to develop a close working relationship with FW Community Money Advice (CMA) which operates a team of volunteers based at Jimmy's, led by a paid Debt Advisor.
- work with the FW fundraising officer to increase regular income for the food bank as well as specific funding for individual elements of the work.
- ensure that the project operates according to the values and ethos of PFB+ and Faithworks.

Duties and responsibilities

1. Overseeing strategy

As the Project Manager, the jobholder will work with the Deputy Manager, Life Centre's Programme Manager and the Steering Group to create, agree and deliver an annual strategic plan for PFB+.

2. Managing and developing the food bank operation

- a Whilst the running of Jimmy's day to day is delegated to the Deputy Manager, overall responsibility for the food bank, including Jimmy's and the development of the store and all other activity remains with the manager.
- b Work with the Deputy Manager and the Store Manager to ensure the store, including the team of volunteers, the van and all other equipment is well managed, safe and fit for purpose.
- c Work alongside the satellites linked to PFB+, supporting the development of their offer to the communities they serve.

3. Developing the Food Bank "offer"

- a Line manage the Deputy Manager who is responsible for all aspects of the day-to-day operation of the food bank+.
- b Taking account of what the local community needs, work with the Life Centres Programmes Manager and the Steering Group to develop and implement additional projects for the food bank that fit with its ethos and operational capacity and that dovetail with other partners' initiatives.
- c Link up with other food banks to share and develop new ideas and good practice.
- d Work with the FW fundraiser officer to maximise regular income for the food bank as well as keeping an eye out for specific funding that can support individual elements of the project. Keep clear records so you can report back to funders as required.

4. Promoting the Food Bank

- a Ensure the needs of the Food Bank are promoted in terms of food, finance and volunteers to all types of supporters including churches and relevant Christian organisations, to supermarkets, businesses, the press, the public, local businesses and other charities, community organisations and Local Authorities.
- b Work with the Deputy Manager and take part in services and prayer meetings in local churches to explain the work of the Food Bank and to encourage prayer and support for the Food Bank.
- c Lead team prayer with the food bank team, ensuring that all aspects of the running of the food bank are rooted in Christian prayer.

5. Work closely with and report back to the Steering Group as it meets.

6. Ensure that all activities are carried out in a safe and sustainable manner for everyone and that the project is compliant with the safeguarding procedures of Faithworks & Health and Safety regulations at all times.

Common duties for all staff:

- 7. Adhere to all policies and procedures;
- 8. Ensure budgetary compliance;
- 9. Represent FW and PFB+ by exemplifying its values and the servant life of Christ in building positive relationships with local church, voluntary and community groups, and statutory agencies, and through setting an example in supportive care for those who come to the Food Bank for help and those who work and volunteer there; as part of this, organise and offer prayer for people using the Food Bank and volunteers where desired;
- 10. Undertake any other duties commensurate with the role as requested by the Manager.

Skills, competences and experience shall include:

We're looking for "character" and "chemistry", as well as competence.

So, we're looking for this range of skills:

1. Managing a project: Able to "keep the main thing, the main thing"; can get things done, keep to a timetable, produce tangible results, keep activities safe and organised, and do it all with minimum of fuss. Able to achieve great results but with humility;
2. Emotional Intelligence: Discerns how people (church leaders, partners, staff and volunteers) are wired up and finds ways to bring the best out of them; understands how to lift the mood in a meeting and what an individual needs at a given moment – not officious or easily angered;
3. Managing Partnerships: a facilitator; able to build coalitions and find agreed steps forward; able to resolve issues with tact and positivity; keen to learn from others;
4. Influencing and Networking: Inspiring; able to "cast" a vision and help people get on board without taking over; a great communicator verbally and in writing, finding the right way to bring people into the network; can unite people from different churches;
5. Managing Staff: get the best out of a range of skills and temperaments; a coach, supporter and leader; helps people do more than they thought possible;
6. Managing Volunteers: Great with volunteers – able to see the difference with managing staff; able to inspire, coach and encourage;
7. Managing information: Able to create simple ways of demonstrating progress... and communicate it; comfortable with working with financial info;
8. Managing Risk: understands safeguarding and H&S: not afraid to raise and escalate issues if activities are not safely run for all concerned;
9. Prayerful: turns to prayer easily but with "gentleness and respect" to those in the team;
10. Managing self – will go the extra mile for the work, able to juggle tasks, but also understands how to "refill the bucket" so as not to burn out.

Essential experience and skills:

- Sound appreciation of the needs of those in crisis, and some experience of responding to such needs with care and sensitivity,
- Experience of leading a team to deliver a successful outcome, including clear evidence of prioritising and planning the work that needs to be done,
- Experience of working successfully with volunteers or helping to organise unpaid groups of people to achieve a common task,
- Evidence of being able to influence people,
- Evidence of being able to build a network of people to support a project,
- ICT and PC skills in relation to MS Office programs,
- Good communication skills both externally in order to inspire and develop partnerships, and internally in order to get the best out of team members,
- Ability to travel.

Desirable experience and skills:

- Experience of monitoring the performance of a piece of work to ensure that it can be seen to be meeting the given objectives.
- Evidence of Health & Safety and/or First Aid training/competence.

- Knowledge of local voluntary and community sector

Key personal characteristics required: -

- Agreement with the values of the Food Bank and Faithworks,
- Passionate about helping those in need in the community,
- Outgoing personality, a friendly yet efficient style and the ability to establish a rapid rapport with people,
- Able to model a high standard of integrity to volunteers, referrers and clients,
- A self-starter – can take initiative; but also a willingness to learn new skills as systems and needs develop,
- Flexible and always thinking about ways to improve the service.

Faithworks is a Christian based charity. As a manager of this important project it is expected that the post holder will share and model our core values. Therefore, an occupational requirement exists for the post-holder to be a practising Christian in accordance with the Equality Act 2010.

Please note that as this role will include working with vulnerable adults, anyone applying for a role which involves a regulated activity and certain controlled activity will require a criminal records check from the Disclosure & Barring Service.