



Post title: Administrator and Life Centre Support
Hours: 16 hours per week (Tuesday to Friday)
Contract: Permanent (with 3 months' probation)
Salary: £12.37 per hour, plus 6% employer contribution to pension
Line Managers: Life Centre Manager

What is this project about?

Poole Life Centre, which incorporates Poole Food Bank and hosts other Faithworks projects and partners, is about far more than just food. We know that if someone is seeking emergency food, there are likely to be a range of factors driving that need. We want Poole Life Centre to be a place that listens to the whole person and helps people to address some of the underlying reasons for needing emergency food, such as debt or a housing issue.

We also know that living with very little income can lead to isolation and so we're seeking to develop spaces where people can get to know others, rediscover confidence and share their wisdom and experience.

So, as well as providing a range of fresh and ambient food we also want to provide additional practical support that can help people to move out and stay out of crisis, such as debt, housing and benefit advice, budget support, cooking courses, community meals, access to free school uniforms, shoes, women's clothes, fuel card top ups, micro grants and far more.

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:

As part of the Life Centre team, the job holder's role is twofold:

- to support the managers with administration,
- to provide cover when the Deputy Manager is absent. To do this, the post holder will need to understand the operation well and develop good working relationships with the whole team.

Duties and responsibilities:

1. Undertake administrative tasks to support the smooth running of the life centre including:
 - collect, manage and present quantitative and qualitative data on each element of the life centre in order to report to funders, trustees, the steering group and others. And use our records management systems including Charily Log, Churchsuite and TTFB to help with this,
 - work with the managers to gather feedback from guests,



- maintain an up to date funding spreadsheet,
 - coordinate the rota for volunteers in Jimmy's,
 - oversee small grants applications using ACTS 435, a crowd funding partner,
2. Use our system Charitylog to record information about clients where appropriate to ensure links with other projects are clear,
 3. Support the team with fundraising by keeping track of funding bids,
 4. Provide cover to lead the life centre when deputy manager and manager are absent. this will require the individual to develop a sound working knowledge of the way the life centre should run,
 5. Contribute positively to a culture of welcome and safety for guests, volunteers and partners,
 6. Undertake any other duties commensurate with the role or as may reasonably be requested by the Manager,
 7. Reflect the servant-hood nature of Christ, through setting an example in supportive care for those who come to the Life Centre for help and those who work and volunteer there; as part of this, organise and offer prayer for people using the foodbank and volunteers where desired.

Skills, competences and experience shall include:

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 managing information,
- Evidence of managing data and using IT effectively,
- Experience of working in a project team to deliver a successful outcome, including clear evidence of prioritising and planning the work that needs to be done.

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,
- Experience of working successfully with volunteers or helping to organise unpaid groups of people to achieve a common task,
- Excellent communication skills both externally and internally in order to get the best out of team members,
- Knowledge of local voluntary and community sector,
- Ability to travel to different locations across the area.

Key personal characteristics required:

- Agreement with the values of Faithworks, [FW Our Values](#)
- 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 guests,
- 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.

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