



Post title:	Poole Life Centre Deputy Manager
Hours	Full Time: 37 hrs/week (negotiable) Monday to Friday with flexibility to work occasionally at weekend events as required
Contract:	Permanent
Salary:	£13.65 per hour
Main location:	Jimmy's, St James' Church Centre, Church Street, Poole, BH15 1JP
Line Manager:	Poole Life Centre Manager

What is this project about?

Poole Life Centre, which incorporates Poole Foodbank 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:

- To help people get out and stay out of crisis,
- Ensure everyone coming into Jimmy's receives a wonderful welcome and the practical, relational and spiritual help they need,
- Build and equip the brilliant team,
- Ensure everything runs effectively and smoothly.

Duties and responsibilities

In relation to helping to manage the project:

1. Assist the Manager in the development implementation and championing of a clear and shared vision and strategic plan for Jimmy's. For the next 12 -18 months that this plan shall

enable guests to receive the practical, relational and spiritual help and support they need so they don't have to keep returning to Jimmy's for support;

2. Contribute positively to and promote a culture of welcome and safety for colleagues, guests, volunteers and partners;

In relation to the provision of practical help:

3. Manage the day to day operation of the life centre. This will include:
 - Managing the provision of food and household items, seeking ways to maximise the choice and sense of control for guests;
 - Managing the provision of wrap around help including advice;
 - Managing the relationship with supermarket champions and other donors to maximise the volume of donated food and other household essentials;
 - Organising the day-to-day allocation of workspace to a variety of partners and collaborators, including managing a booking system for workspaces. Ensure that processes run smoothly and effectively and are reviewed regularly;

In relation to volunteers:

4. Work with the Faithworks volunteer coordinator as appropriate to Involve, inspire, manage, recruit, train and support the team of volunteers to ensure their needs and the changing needs of the life centre are met. Set the example in leading the briefing for volunteers at start and end of day;
5. Work with the Manager to develop clear roles for volunteers and provide appropriate coaching and external and internal training as required, so that the team can work confidently and effectively;
6. Work with the Manager to create a great sense of team between and among colleagues and volunteers;

In relation to working with guests:

7. Ensure that guests feel welcome, are treated in accordance with the FW values and are provided with an appropriate level of service;
8. Be aware of where applications for micro grants for guests under ACTS 435 (a way of crowd funding) might be appropriate and see this process through, working with the administrator;
9. Support the manager in the implementation of new services for guests as appropriate;

In relation to working with partners:

10. Working with the Manager, help promote the life centre to supporting churches and relevant organisations, to the press, to the public, to local businesses and other charities, community organisations and Local Authorities;
11. Working with the Manager take part in services and prayer meetings in local churches to explain and promote the work of the life centre and to encourage prayer and other support;
12. Work closely with schools and other voucher providers to ensure that we can get practical help to those who need it and track what we're doing using the Trussell Trust Data System;
13. Ensure all referrals are dealt with, prudently and accurately and with awareness of confidentiality and guests' sensibilities; ensure that referral agencies understand their responsibilities and receive regular information as required;

14. Under guidance from the Manager develop positive relationships with those engaged in similar activities, other local partners, supermarkets, statutory agencies, etc. to encourage partnership and opportunities for development in the area.

In relation to Health and Safety and Safeguarding:

15. Ensure that all activities are carried out in a safe and sustainable manner for everyone, implementing in a professional way, the safety and safeguarding procedures of Faithworks. Work closely with the Manager to ensure Jimmy's is fully compliant with all Health and Safety regulations at all times.

In relation to managing information, data and measuring impact:

16. Work with the Manager to oversee a secure database of volunteers, clients, agencies, statistics and records; adhering to data protection regulations. Ensure that we record and hold data securely and under our GDPR policies;
17. Work with the Manager to enhance the ways we measure the impact of our work.

In relation to how we work:

18. Reflect the servant-hood nature of Christ in supportive care for those who come to Jimmy's for help and those who work and volunteer there,
19. Organise and offer prayer for people where desired setting the example themselves where this is requested and seek ways to offer opportunities for people to explore the Christian faith,
20. Whilst prioritising a workload consistent with the requirements of the role, undertake any other duties commensurate with the role or as may reasonably be requested by the Manager.

Skills, competences and experience

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. Managing change: Able to embrace change and demonstrate adaptability and flexibility in the middle of an evolving project;
3. Managing Risk: understands safeguarding and H&S: not afraid to raise and escalate issues if activities are not safely run for all concerned;
4. Managing Volunteers: Great with volunteers – able to see the difference with managing staff; able to inspire, coach and encourage;
5. 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;
6. 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;
7. Managing information: Able to create simple ways of demonstrating progress... and communicate it;

8. Prayerful: turns to prayer easily but with “gentleness and respect” to guests and those in the team and ready to explore the Christian faith with others;
9. 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;
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.
11. Agreement with the values of Faithworks: [FW Our Values.pdf](#)

Other 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,
- Evidence of managing data and using IT effectively,
- 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.

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