POOLE Lifecentre & Foodbank

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Job Description:
Poole Lifecentre Deputy Manager

Hours: 20-24 hours per week (negotiable)

Salary: £14.33 per hour equivalent to £27,571 PA (if full-time), plus 6% employer contribution towards pension

Contract: Permanent

Main location: St James' Church Centre, Church Street, Poole, BH15 1JU

Line Manager: Poole Lifecentre Manager

About the Project

Faithworks' Poole base is more than a Foodbank: it's a "Lifecentre" supporting individuals and families in crisis. It offers a safe, welcoming space for both immediate aid and long-term solutions, helping people regain stability and confidence.

Over half of our guests need just one food parcel to get through a short-term crisis, while one in five require longer-term, "walk-alongside" support.

Services include:

- Fresh, dairy, and tinned food (centrally stored at our large warehouse in Poole town centre), plus satellite locations moving towards "local lifecentre" status.
- Space for conversation to explore needs and existing support.
- On-site access to debt advice, financial resilience teams, and partner agencies (e.g. Shelter, Citizens Advice, LiveWell Dorset, Access Wellbeing, Parent Champions (SENDiass)).
- Community activities such as shared meals, SMILE lone-parent groups, and links to local church events.

As a Christian initiative, the Lifecentre operates with generosity, integrity, and grace, upholding professionalism, safeguarding, and health & safety standards.

Overall Purpose of the Role

The Deputy Manager will assist in the day-to-day running of the Foodbank elements of the Life Centre, managing relationships with clients, volunteers, partners, referrers, donors, and supporting churches.

The role includes:

- Supporting the Life Centre Manager in implementing an annual plan
- Ensuring operations align with Faithworks' values, ethos and policies
- Modelling a person-centred team culture in the Life Centre

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Key Duties and Responsibilities

1. With the Manager, create, exemplify and run a trauma-informed, grace-filled and whole-person project, especially in the main Lifecentre and warehouse. Host the floor, engage with clients, triage needs, and facilitate de-escalation and relationship building
2. Manage the day-to-day operations of the Foodbank so that "guests" are supported as needed, activities are competently carried out by volunteers, budgetary compliance is maintained; ensure adequate stock levels and the smooth running of food distribution. Effectively organise desk bookings, and office/building supplies
3. Operationally, manage, inspire, train and support the team of volunteers (recruiting, where necessary with the Manager) to ensure their needs are met, and the efficient operation of the project continues. Ensure effective lines of communication, and create a grace-filled, empowering culture.
4. Ensure that all activities are carried out in a safe and sustainable manner for staff, volunteers and clients; implementing in a professional way, the safety and safeguarding procedures of Faithworks. Work closely with the Manager to ensure the Foodbank is fully compliant with all Health and Safety regulations at all times.
5. Ensure all referrals are dealt with, prudently and accurately, and with awareness of confidentiality and client sensibilities; ensure that referral agencies understand their responsibilities and receive regular information as required.
6. Oversee and develop partnership relationships in the Foodbank (including SMILE and Faithworks CMA) to help guests find the support they need, welcoming and ensuring all partner agencies are known by the local team and understand how they dovetail with the rest of the support.
7. Develop and roll-out community activities in the Life Centre that will enhance support for guests.
8. Encourage and exemplify a Christian ethos in the Foodbank that matches the FW values, offering prayer to the guests and volunteers if desired, and linking guests to local Christian activities as desired.
9. Develop a working knowledge of all elements of the project, and deputise for the Manager in their absence, whether that be annual leave or other periods of absence.
10. Maintain secure databases for volunteers, clients, agencies, recording information in line with data protection regulations; with the Manager report to quarterly internal review meetings, and into FW-wide information.
11. Working with the Manager, help promote the Foodbank to supporting churches and relevant organisations, to the press, to the public, to local businesses and other charities, community organisations and the Local Authority.
12. Working with the Manager develop positive relationships with those engaged in similar activities, other local partners, supermarkets, statutory agencies, etc. to encourage increasing supply and opportunities for development in the area.
13. Whilst prioritising a workload consistent with the requirements of the role, to undertake any other duties commensurate with the role or as may reasonably be requested by the Manager.

Essential Skills and Experience

- Understanding of the needs of those in crisis and experience responding with care and sensitivity
- Proven ability to lead a team and deliver successful outcomes, including planning and prioritising work
- Excellent communication skills for internal team development

- Experience working with volunteers or organising unpaid groups to achieve common goals
- Ability to influence and build networks to support projects
- Proficiency in MS Office applications, and able to travel across the area

Desirable Skills and Experience

- Experience monitoring project performance against objectives
- Experience of building external partnerships
- Competence in social media collaboration
- Health & Safety and/or First Aid training
- Familiarity with the local voluntary and community sector

Personal Characteristics

- Agreement with the values and Christian ethos of the Foodbank and Faithworks
- Highly Emotionally Intelligent
- Passion for helping those in need in the community
- Outgoing, friendly, and efficient, with the ability to build rapport quickly
- High integrity and ability to model this to volunteers, referrers, and clients
- Self-starter with initiative and willingness to learn new skills
- Flexible and committed to continuous improvement

Additional Requirements

- Faithworks is a Christian based charity. As a Deputy 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.
- This role involves working with vulnerable adults and requires a criminal records check from the Disclosure & Barring Service