**Taunton Foodbank Administrative Assistant**

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| **Job Title** | **Adminstrative Assistant** |
| **Based at:** | **Unit 4, Belvedere Trading Estate** |
| **Salary:** | **£8.75 per hour** |
| **Hours:** | **10 hours a week over 3 or 4 days to be agreed by employee and the Foodbank Manager** |
| **Responsble to:** | **Taunton Foodbank Manager** |

**Role Description**

To provide administrative support to Taunton Foodbank Manager and the Project Team in carrying out the aims and objectives of the Foodbank.

**Responsible to:** Taunton Foodbank Manager

Specific Tasks

1. To assist Taunton Foodbank manager with **communication** **with volunteers**, including:
* Helping to maintain volunteer paperwork & database information
* Supporting the Taunton Foodbank manager in developing the volunteer training programme including arranging dates and contacting volunteers
* Maintaining training records for all volunteers
* Organising and distributing a monthly rota for staffing the Taunton distribution centre
* Organising and distributing occasional rotas for staffing supermarket collections or Foodbank Stalls at community events
1. To help the Taunton Foodbank manager with **communication with voucher-holders**, including:
* Maintaining and updating the distributor section of the database
* Issuing vouchers to distributing agencies
* Liaising with voucher-holders via email
* Responding to voucher holder queries and/or referring queries to manager
1. To monitor and **replenish paperwork, signposting resources and other equipment at** the warehouse and at the distribution centre
2. To **communicate professionally with other organisations and members of the public** including letters of thanks to donors/supermarkets/churches and volunteers and to respond to communications (calls, letters, emails or messages via social media) to the Foodbank in liaison with the Foodbank Manager
3. To **develop and support systems for the receipt of financial donations** in liaison with Taunton Foodbank Manager and Treasurer
4. To take Minutes of the Project Team meetings and ensure any agreed actions are followed up
5. To assist in **collating, producing and maintaining publicity**, other literature and documents relevant to the work of Taunton Foodbank

**This is a new post and this is not an exhaustive list of duties. The postholder may be asked to take on other tasks of an administrative nature as the role develops.**

**Person Specification**

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

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| Requirements |
| Skills / Experience / Knowledge | An understanding of the issues relating to the beneficiaries of Taunton Foodbank |
| Excellent IT Skills: word processing, spreadsheets, databases, emails and powerpoint etc. |
| Developed organisation, administrative and monitoring skills, accuracy and attention to detail |
| Excellent written and oral communication skills |
| The ability to work with and motivate individuals and volunteers |
| Personal Qualities | Agree and support the values of Taunton Foodbank |
| Self-motivated, well organised and able to work under own iniative 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 |

**Background Information**

Taunton Foodbank operates from a warehouse on the Belvedere Trading Estate, Albemarle Road, Taunton. It is affiliated to the Trussell Trust, a national organisation which seeks to provide support to individuals in crisis who find themselves without the most basic human need of food.

The Trussell Trust and Foodbanks affiliated to it work with people of all faiths and no faith. However, the charity is Christian based and the post holder would need to demonstrate a commitment to the Christian values of the Trust.

Taunton Foodbank has been in operation since 2012 and now has three distriubtion centres accoss the area. There has been a paid manager for the last three years. Since then the work has increased and we now seek to employ an assistant for 10 hours a week to support the Manager in range of administrative tasks.

**Conditions of service**

The appointment will be made subject to the detailed terms and conditions of employment in the Staff Handbook. Candidates should be aware that:

Any offer of employment will be made subject to the receipt of satisfactory references

This appointment is for a period of 12 months in the first instance

The person appointed will be subject to a probationary period of 3 months

After the probationary period one month’s notice must be given either by Taunton Foodbank or the employee to terminate the appointment

The appointment is for 10 hours per week. There can be some flexibility in when these hours are worked in discussion with the Foodbank manager

The holiday entitlement will be based on the Statutory holiday entitlement which for 10 hours a week is 56 hours per year. In addition 8 bank holidays with pay are offered to full time staff and payments for these are pro-rata for part time employees.

**Application process**

**Complete the application form available on the Taunton Foodbank website and email to** **sue@taunton.foodbank.org****.uk alternatively the application form and job description can be requested by contacting Taunton Foodbank** **info@taunton.foodbank,org.uk** **telephone 07761624216 and returned to The Manager, Taunton Foodbank, Unit 4 Belvedere Trading Estate, Albmarle Road, Taunton, TA1 1BH**

**Shortlisted candidates will be invited for interview**

**Timetable**

**Closing date for applications Wednesday 18th July 2018**

**Interview date Week commencing 23rd July 2018**

**Anticipated start date 1st September 2018**