

TAUNTON FOODBANK JOB DESCRIPTION

Job Title	Operations Supervisor
Reporting to	Foodbank Manager
Roles responsible for	Administrator, Warehouse Supervisor
Version date	December 2024

Hours per week 20
 Salary To be confirmed
 Location Taunton Foodbank, Unit 4, Belvedere Trading Estate, Albemarle Road,
 Taunton

ABOUT US

Taunton Foodbank is a charity, based on Christian principles, which is part of the Trussell community of Foodbanks. Our values of dignity, compassion and community are central to all that we do. We are dedicated to supporting individuals and families facing food insecurity by providing emergency food parcels to those in need. We also work with other charities and organisations seeking to help our clients get out of food insecurity.

We are seeking a dedicated and dynamic Operations Supervisor who will be responsible for overseeing the day-to-day operations of the Foodbank.

1. ROLE OUTLINE AND PURPOSE

The Operations Supervisor is responsible for the effective delivery of the Foodbank's day-to-day operations, leading and working with the staff and volunteers to ensure that the Foodbank has sufficient resources to deliver a quality service to our clients. They will often be the first point of contact for clients and stakeholders.

The Supervisor oversees and develops the Foodbank's volunteer team, with a view to deepening engagement and building a strong culture based on serving the needs of our clients.

2. RESPONSIBILITIES OF THE ROLE

Management

- They will directly manage a small team of 2 staff ensuring that appropriate objectives are in place and there are regular structured meetings,
- They will work with the Foodbank Manager to ensure that all staff and volunteer roles are well-defined, with clear objectives and well documented lines of accountability.
- They will foster a supportive environment where staff and volunteers feel valued for their contribution, are able to raise issues and can develop their skills and confidence.
- They will recruit, induct and train volunteers.

Governance

- They will ensure compliance with all relevant health and safety regulations, including food safety and hygiene.
- They will have responsibility as the deputy Safeguarding Officer.
- They will ensure accurate recording on the Foodbank database and other records and provide a regular data report to the Foodbank Manager. They will also ensure compliance with relevant regulations.
- They will oversee Project team meetings, putting in place a schedule of regular meetings, setting the agenda and ensuring timely minutes are produced and shared with the Foodbank Manager and will escalate concerns and emerging risks with the Foodbank Manager.
- They will manage a delegated operational budget, ensuring value for money.

Operations

- They will oversee the receiving, sorting, storing and distribution of food to people in need and will work with the warehouse supervisor to ensure there are sufficient food stocks and that food is available for distribution as required.
- They will ensure that the Foodbank's venues are used effectively and have the staff and volunteer resources in place to meet the needs of our clients.
- They will deal with day-to-day issues in the office such as phone calls and emails and issues escalated by staff and volunteers.

The above job description is not exhaustive and the successful candidate will be required to carry out such other duties as are reasonable.

3. PERSON SPECIFICATION.

The successful candidate will have:

ESSENTIAL SKILLS

- Experience of managing teams
- Leadership skills with the ability to manage and motivate a diverse team
- Problem-solving skills and the ability to adapt to changing circumstances
- Organisational and administrative skills including the ability to prioritise tasks in a busy environment
- Excellent communication skills, both written and verbal
- A passion for the work of the Foodbank in supporting individuals facing food insecurity
- Empathy with people from all backgrounds including disadvantaged, marginalised and socially-excluded groups and those in difficult circumstances, They will actively foster a welcoming, non-judgmental and supportive environment where all are welcome.
- A commitment to the mission and values of Taunton Foodbank and Trussell.

DESIRABLE SKILLS

- Experience of working with / managing volunteers