

Job Description

Job title	Foodbank Senior Manager
Reporting to	Board of Trustees

Hours per week: 20 - 25 hours

Salary: £37,500 pro rata

Location of job: Taunton Foodbank and Home working. Travel to other sites as required.

1. ROLE OUTLINE & PURPOSE

The Foodbank Senior Manager is accountable to the Board of Trustees for the overall performance, both strategic and operational, of Taunton Foodbank. You will lead the team of staff and volunteers and ensure that the immediate needs of our clients are met in a positive and respectful way. You are responsible for building a strong organisational culture based on effectively serving the changing needs of our clients and leading communication of the Foodbank's work in the local community.

The organisational structure is designed on the assumption that a significant number of functions will be delegated to the Operations supervisor who will manage the day to day activities but the Senior Manager will retain accountability for the performance of the Foodbank.

In addition, your role will be outward facing working in and with the community and other community leaders. You will engage with a wide range of stakeholders, including Trussell, agencies in Taunton and people with lived experience of poverty to test innovative approaches to tackling the causes of poverty within our local community.

The Senior Manager will contribute to and lead the Foodbank's Strategic Plan, as directed by the Board of Trustees, ensuring that the plan is effectively implemented.

You will be responsible for the identification of all necessary resources, to ensure the smooth and effective delivery of service to the foodbank clients.

2. RESPONSIBILITIES OF THE ROLE

Strategy

- Understand the causes of poverty in the Taunton area and of approaches and practices used elsewhere that could benefit clients of the Foodbank.
- Contribute to and implement the Foodbank's Strategic Plan in line with the charitable purposes of the Foodbank, for discussion and approval by the Board of Trustees.
- Provide trustees with regular, timely reports on progress of the Strategic Plan and implementation.

Leadership

- Leading on the direction and priorities for the charity by inspiring and motivating staff and volunteers towards our common vision and stated goals
- Responsible for ensuring that all staff and volunteers understand and comply with the governance framework set out by the Board of Trustees and with all policies, procedures and statutory requirements.
- Preparing a performance report to the Trustees before each board meeting and attending meetings as required and ensuring trustees are advised of matters for their information and action in a timely manner.
- Lead management team meetings ensuring clear communication between members.
- Line management of the Operations Supervisor.

External Relationships

- Has the authority, on behalf of the Foodbank, to develop and build on effective partnerships and networks with relevant local and national organisations, as well as past and current clients, to develop the Foodbank's service and support the goal of removing poverty.
- Contribute to the effective promotion, marketing and external communication function of the Foodbank as required.
- Actively develop and maintain partnerships with, among others, businesses, churches and individuals who will support the strategy and activity of the Foodbank.

Quality Assurance

- Organise regular client and volunteer surveys in order to review the Foodbank centre service and identify areas for development and improvement.
- Assess the impact of initiatives and operations through data collection and analysis
- Comply with specific financial delegations as set by the Trustee Board and monitor budgets and expenditure to ensure effective and efficient use of resources.
- Ensure legal compliance in accordance with statutory regulations.

Funding

- Where required, oversee the implementation of fundraising plans to enable sustainable delivery of Foodbank services. Including completion of grant applications.

This list is not exhaustive and the role will likely develop with time.

3. PERSON SPECIFICATION

Technical skills and knowledge (E – Essential, D – Desirable)

- Experience of strategy development and implementation (E)
- Ability to drive strategic thinking, including on the role of the Foodbank in relation to the local community (E)
- Experience in overseeing a project with paid staff and volunteers (E)
- Strong team leadership and management skills with the ability to motivate, empower and inspire (E)
- Analytical skills to deal with interpreting complex information including data (E)
- Ability to communicate in a professional way with people at all levels of understanding either face to face, on the telephone, by email or written communication (E)
- Understanding of how Foodbanks work and key drivers of poverty (D)
- Experience of working in the charity sector and with volunteers (D)

Behaviours and competencies

- Strong affinity with the ethos and mission of Taunton Foodbank
- Highly developed inter-personal skills and empathetic characteristics
- Understanding of the complexities of managing volunteers
- Understanding of working with people of all faiths and none
- Ability to effectively identify opportunity and implement change
- Driving license or ability to travel around the community

9th May 2025