

## Job Description

# Assistant Operations Manager

**Hours:** up to 35 hours per week, flexi work applies

**Starting salary:** £13.74 per hour. This equates to £25,000 pro rata (based on a 35 hour week)

**Contract type:** Fixed term to end of Dec 2024, subject to a 6 month probationary period.

Generous annual leave allowance.

**Application Deadline:** 11.59pm Monday 28th August 2023

**Interviews:** Interviews will be held in Central Manchester in early September 2023.

**Start date:** As soon as possible following interview.

**Responsible to:** Operations Manager, overseen by the Board of Trustees.

**Locations:** This role will require a mix of home working, office working and travel around Central Manchester. Work related travel (excluding commuting) will be reimbursed. The main locations are

- St Peters House, Oxford Road, Manchester, M13 9GH (current office base)
- Harpurhey Neighbourhood Project, Harpurhey, Manchester M9 5UX
- St Clements Church, Openshaw, M11 1HF

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## Manchester Central Foodbank

At Manchester Central Foodbank we support people living in Manchester who are experiencing food poverty. Our work is referral based, so clients have support alongside the immediate need for food. We offer a signposting service / referrals to other agencies, providing a listening ear as well as providing a 3 day emergency food parcel. The food parcels are personalised to suit the numbers, ages, and dietary requirements of the people in the household.

## Role Summary

You will support the work of a busy Trussell Trust affiliated foodbank, based across Central, East and North Manchester. The primary responsibility of the assistant operations manager is to support the day to day running of the foodbank and assist the operations manager in enabling that an efficient, effective and sustainable service is delivered. This will be through planning, fundraising, marketing and evaluation as well as managing key partner relationships. You will be working on many different projects and elements of service delivery at any one time.

You will be office based, with travel to foodbank sessions and meetings across Manchester. Some working from home is allowed with the agreement of your manager.

We also expect the post-holder to cover foodbank sessions. This involves managing referrals and stock for that session and working as a team with other staff and volunteers. It is a client facing role, listening to the needs of our clients alongside providing food parcels.

## **Key Responsibilities**

- Leading on communications and marketing including social media to raise awareness of the foodbank and increase donations
- Stakeholder engagement with both new and existing partners to keep regular contact with key agencies and raise awareness of the work of the food bank
- Completing funding applications to generate income for running costs, staffing and food purchase
- Working with operations manager to develop opportunities for the food bank including potential new sites and alternative provision to offer a better quality service and more support to our clients
- Managing and analysing data through Google Drive and the Trussell Trust DCS database to assess trends, demand and geographical and demographic information
- Writing monitoring and evaluation reports to assess quality of service and report back to trustees and funders
- Developing and nurturing new and existing referral partnerships
- Facilitating referrer networks / anti poverty partnerships
- Delivering referrer training online and in person
- Writing a quarterly partners newsletter.
- Acting as client-facing session cover; speaking to clients, managing a small team of volunteers, providing food parcels and handling sensitive information.
- Work with the operations manager on other administrative tasks, such as managing referral information.
- Coordinating your own workload using a designated work email address and work phone.
- Working as part of a team with other staff and volunteers, supporting with cover and additional tasks where necessary.

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## **Person Specification**

In your application, please provide examples of previous volunteering or work experience that demonstrate how you meet the following requirements:

### **Essential Skills and Experience**

- Experience of fundraising and meeting fundraising targets
- Experience of project management
- Experience delivering online and in-person training or briefings
- Knowledge and experience of marketing, particularly using social media
- Confident public speaking manner and ability to produce professional presentations
- Excellent organisational and time management skills in order to coordinate your own workload and schedule, effectively managing multiple priorities and deadlines.
- Excellent written and verbal communication skills with other staff members, volunteers, donors, and clients.
- An enthusiasm for all aspects of work at Manchester Central Foodbank, and the flexibility and willingness to get involved with projects and tasks that may sit outside of your normal work
- Experience of working with service users in a community setting.
- Proficiency in IT, including email, spreadsheets, and Google Drive.
- A clear understanding of, and belief in the values and aims of, Manchester Central Foodbank and the Trussell Trust.

### **Desirable Skills and Experience**

- Knowledge of legislation and guidelines related to health and safety, manual handling and food safety.
- Experience of successful bid writing.
- Willingness to undertake professional development.
- Driving licence

### **Essential Behaviours and competencies**

- The ability to communicate and work with people with a range of backgrounds, views, and interests and build ongoing relationships and trust.
- Integrity and honesty
- Demonstrate a commitment to the values of Manchester Central Foodbank and the Trussell Trust.
- Empathy and confidence when working with people who are experiencing financial and/or personal hardship.
- Passionate about social justice and tackling food poverty.
- A readiness to be hands-on and adaptable in changeable circumstances.

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## Equality & Diversity in Recruitment

At Manchester Central Foodbank, we recognise the barriers to employment within the charity and community sector faced by many groups of people and the value that diverse experiences and backgrounds bring to our clients, community members and organisation.

As part of our commitment to diversity and equality of opportunity we actively encourage applications from under-represented groups such as parents or carers who are re-entering work after a career break, people who are LGBT+, from diverse ethnic or racial backgrounds, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions, as well as any other under-represented group in our workforce.

We also recognise the importance of understanding that those with lived experience of poverty can offer our clients and organisation, and are therefore actively encouraging applications with people who identify with this group.

We would like to fully understand you as a person, not just your skills and experience. If you feel comfortable to do so please indicate within your "Application Statement" if you consider yourself to be a member of one of the above, or any other, under-represented groups.

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## How to Apply

To apply for this job, please send an email entitled "Assistant operations manager Application" to: [suzy@manchestercentral.foodbank.org.uk](mailto:suzy@manchestercentral.foodbank.org.uk)

Please attach two separate documents to the email in .doc or .pdf format:

1. An up to date CV outlining the **volunteering employment, or personal experience , education and training** you have that is relevant to this role. Particularly please outline the **relevant tasks and responsibilities** you undertook in previous roles and the **skills and experience built/demonstrated**.
2. A written "Application Statement", of no more than 2 A4 pages, font size 12, explaining **why you are interested in this role**, how your **personal values and passion aligns with the objectives of our projects and organisation**, and how your **previous experience and training** demonstrates the "Essential" and "Desirable" skills and "Behaviours and Competencies" listed above.

The deadline for receipt of emails is **11.59pm Monday 28th August 2023**