



Helping homeless, badly-housed and hungry people in Rugby

JOB DESCRIPTION

Job Title: Rugby foodbank Engagement Office

Responsible to: Board of Directors

Responsible for: The efficient and successful coordination of the foodbank and its services.

Hours: 13 hours per week, ideally Monday, Wednesday and Fridays, with half an hour unpaid lunch. Seasonally busy times will require some overtime hours to be worked which will be paid at basic rate of pay. At other times of the year, overtime can be taken in lieu (TOIL) with prior agreement with the board. Occasional evening and weekend work is required in this post.

Salary: £10.50 per hour

ABOUT RUGBY FOODBANK

We do not think anyone in our community should have to face going hungry. That is why we provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis. We are part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK. Rugby foodbank is run in partnership with local churches, and is one part of the work of Hope 4 (Rugby) Ltd. Registered charity in England and Wales, number 1126487.

MAIN PURPOSE

The Trussell Trust has launched a project called More Than Food, that we hope to embrace in the very near future with lots of exciting things planned. However, in the meantime, the demand for the Rugby foodbank is increasing, and the relationships that we have with our internal and external stakeholders is of the upmost importance to ensure we can continue to meet the demand and grow to embrace the new challenges that we face. We value everyone - individuals and organisations that supports us in any way, and this is where this role comes in.

We need an outgoing self-starter and who is confident to work on their own initiative. Your key skill will be working with all types of people from every kind of background as you will be engaging with volunteers, clients, directors and external agencies such as schools, press, council, local businesses. It will be a varied role- In the morning you may be at a school taking a school assembly promoting the work of Rugby foodbank, and in the afternoon you could simply be replying to emails or training agencies or volunteers. The role is pivotal in ensuring the smooth and successful day-to-day running of Rugby foodbank as you will be responsible for building outstanding rapport with all stakeholders, ranging from Warehouse oversight and involvement, supermarket collections, distribution duties, and training for volunteers and agencies. You will be required to work on your own initiative to get things done and, utilising your administrative, IT and social skills to work to a high professional standard. The post holder



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targets will include things such as volunteer recruitment and retention, increase of donations, external organisation recruitment and retention and market presence.

Due to the nature of duties and task, the successful applicant must hold a full clean driving licence, access to their own car and be prepared to drive the foodbank van.

MAIN RESPONSIBILITIES

General Duties

- To be a participatory staff team member of Rugby foodbank and the wider community
- To deal with the day to day administration of Rugby foodbank: e.g. voucher processing, emails and phone correspondence with stakeholders, general correspondence, thank you letters, social media account management, volunteer rotas, food collections at supermarkets, organise seasonal food collections such as Harvest Festival
- To attend staff team meetings, supervision, and training, when required.
- To work with the volunteers in both the warehouse and distribution teams
- To comply with the requirements of the charity's Health & Safety Policy
- To undertake occasional evening/weekend work
- To undertake other duties to further promote the objectives of Rugby foodbank, as directed by the board of Directors
- To attend Trussell Trust annual conference and regional meetings
- To be an ambassador for Rugby foodbank, acting with integrity, always

Key Skills:

- Good oral and written communication
- Good IT skills including confident user of email, word processing, Excel, Powerpoint and social media
- Passionate about tackling poverty
- Experience of managing people and the voluntary sector

Stakeholder contact: this is a people orientated post

- To be responsible for quality customer service, dealing with all communication requirements of the foodbank
- To be responsible for dealing sensitively, appropriately and confidentially with the range of complex and challenging issues presented by any of our stakeholders.
- To support projects with recruitment, induction and support of volunteers as required
- To support and actively engage with varied stakeholders including faith groups, local businesses and statutory and non-statutory organisations



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Service delivery and Promotion

- Support and actively promote services and maintain and develop positive relationships with stakeholders, to encourage continuity and to aid growth.
- Be the point of contact and the face of Rugby foodbank for stakeholders
- Support and complete tasks in a timely and accurate fashion
- Set up a signposting resource and engage with external agencies to form partnerships for sign posting opportunities
- Social media account management

Service and Project Development Management

- Assist and support the Board of Directors in researching, developing and managing existing and new projects and activities.
- Assist in the organisation of annual events such as open days, AGM, cultural and Christmas celebrations as the face of Rugby foodbank.

Servicing Board of Directors

- Ensure that your progress and paperwork is prepared and presented to the board in an appropriate and timely manner.

Fundraising

- To work with fundraisers and assist in research of local opportunities from networking
- Support fundraising activities
- Assist in the gathering of information and statistics that may be used in grant applications

Safeguarding

- An awareness of Safeguarding for children and adults and/or a willingness to undertake training

Data Protection

- Ensure that the foodbank complies with its obligations under data protection by working with the directors and implementing the Hope4 Data Protection Policy.

Charity Ethos

Hope4 (Rugby) Ltd is a charity founded on Christian principles which works to combat homelessness, and poverty in the borough of Rugby. We all subscribe to the same values and hope that a new team member will support this ethos irrespective of belief or background.



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Hope4 (Rugby) Ltd

ABOUT OUR ORGANISATION AND ITS HISTORY

A focus group, Rugby and District Churches Focus Group on Homelessness, was started in 2005 by members of local churches who were concerned about the homelessness problem in Rugby. This group was also known as Hope4U. As it developed it became registered as a charity and the name became shortened to Hope4. The charity trustees started working with the Rugby Borough Council and national homeless charities for the homeless to improve the situation for the homeless in Rugby. They also started fund-raising for a Day Centre for homeless and badly housed people.

HOPE4U STARTED IN 2005

At the same time, those involved in Hope4 decided to open a venue providing free hot food and drink for homeless people, called Hope4U, for a short period over Christmas in 2005 in the Rugby Crackerteria cafe. This service was so clearly needed that they decided to continue it three times a week in the Rugby town center and moved to St. Andrew's church.

THE HOPE CENTRE OPENED IN 2010

In Autumn 2009 a Day Centre site was found and Hope4 rented and converted the building. The new Day Centre opened in February 2010 for three sessions a week, with a part-time support worker. Since then the opening hours have been extended to every day.

RUGBY WINTER SHELTER OPENED IN DECEMBER

The Rugby Winter Shelter, overseen by Hope4, opened for the first time in partnership with 7 local church overnight venues. Now in its 7th year the RWS has helped, on average, over 50 different guests each winter, over a four-month period.

RUGBY FOODBANK OPENED IN MARCH

Rugby foodbank is now 6 years old. In that time, it has provided over 19,500 lots of 3 days' worth of emergency food to local people in crisis in Rugby, distributing over 250 tonnes of food. It is one of the 420 Trussell Trust Foodbanks in the UK. Rugby foodbank has over 110 local agencies that are able to issue vouchers to their clients. The foodbank works extensively with schools, churches particularly at Harvest Festival and Christmas, and with local supermarkets to ensure food can easily be donated by the public. The foodbank has around 50 regular volunteers.

THE NEW HOPE CENTRE ON NEWBOLD ROAD OPENED IN MARCH

The numbers of clients was rising so we decided to purchase a permanent larger property. The Hope Centre, at 8 Newbold Road, was bought at the end of 2014 and it was formally opened in March 2015. In April 2015 Hope 4U moved there too. The Centre is open 7 days a week for referred clients where they receive hot meals, access to showers, laundry and clothing plus help from Key Workers who assist with issues such as housing, benefits and health.



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