

JOB DESCRIPTION

TITLE: Luton Foodbank Project Administrator

RESPONSIBLE TO: Luton Foodbank Project Manager

SALARY: £21,500 p.a. (35 hours per week)

ONE YEAR FIXED TERM CONTRACT: with possible extension subject to funding.

EXPERIENCE: At least two years relevant administration experience.

PURPOSE OF POST: To provide a comprehensive administration and reception service to underpin an efficient and effective Foodbank for Luton.

PRINCIPAL RESPONSIBILITIES:

<p>Reception duties Receive and respond to a wide range of visitors, donors, volunteers and occasional clients. Answer the phone. Able to work well under the pressure of concurrent demands.</p>
<p>Volunteer recruitment process and attendance Relate well to potential and existing volunteers. In liaison with the Project Manager, arrange induction sessions. Maintain records of potential and actual volunteers and ensure all necessary paperwork is completed and filed. In liaison with the Warehouse Operative, maintain rotas for warehouse, distribution and food drives. Manage a team of admin volunteers. Maintain volunteer attendance records.</p>
<p>Relationships with referrers Pass requests from organisations to become referrers to the Project Manager. Contact referrers if food vouchers are incomplete or incorrect. Maintain all referrer records and ensure signed agreements are in place. In liaison with the Monitoring Officer, send regular reports to referrers regarding clients who are frequent users. Maintain records of issues regarding these individuals.</p>
<p>Manage the main client voucher system Allocate client numbers to standard vouchers and arrange a team of admin volunteers to input the data into a MS Access database. As required, and in liaison with the Monitoring officer, manipulate data extracts to provide charts and graphs.</p>
<p>Maintain other data sets for CSS vouchers, recording stock, parcels and attendance at events. Design and maintain other sets as required and produce reports.</p>
<p>Order supplies for the office and warehouse operations, fundraising and other events.</p>
<p>Manage banking and petty cash (as advised by the Treasurer) Write receipts for donations not paid directly into our account. Bank these items and send timely thank you letters. Maintain summary records. Manage the petty cash.</p>
<p>Support the Project Manager as required including general secretarial duties, assisting with planning and room hire for fundraising and other events, and occasional out of hours work for which time off lieu will be given.</p>

CONTEXT

Luton Foodbank (LFB) began distributing free emergency food parcels for people in hardship in the local community from 2nd April 2013. The Foodbank is a charity overseen by a board of directors/trustees, and run by 3 full-time staff - a manager, an administrator and a warehouse operative, with two part time assistants, and supported by a core team of regular weekly volunteers with a wider group of occasional volunteers.

LFB works with a network of referral agencies and distributes food five days a week, from several locations across the town but **not** from our office/warehouse. Since launching, over 40,000 food parcels have been given to people in crisis across the borough of Luton.

PERSON SPECIFICATION

This gives an outline of the skills and the characteristics required to do the job.

Essential:- without which candidate would be rejected

Desirable:- useful for choosing between two good candidates.

Please make sure that you give clear examples in your application of how you meet the essential and desirable criteria.

ATTRIBUTES	Essential	How Measured
Experience	Proven experience of software packages including Microsoft Word, Excel and Access, to input data and maintain records,	1, 2, 3
	Proven experience of providing administrative support either paid or voluntary to a project/organisation	1, 2
Skills/abilities	Able to organise and effectively manage paper and computer based data and reports.	1, 2, 3
	Able to work to deadlines and to work well under pressure	1, 2
	Able to work as part of a team	1, 2, 5
	Able to communicate efficiently, face to face and by phone or email, with a range of audiences including volunteers, referrers and others.	1, 2
Equality Issues	A non-judgemental attitude along with a commitment to equality, diversity and social justice with respect for all, particularly Foodbank recipients, volunteers and partners regardless of background; race; religion; age; disability; sexuality or socio-economic status.	1,2
ATTRIBUTES	Desirable	How measured
Skills	Ability to do basic design in MS Access	3
Training	Relevant qualifications in business administration	4

1 = Application Form; 2 = Interview; 3 = Test; 4 = Proof of Qualification; 5 = Practical Exercise

We will consider any reasonable adjustments under the terms of the Equality Act 2010 to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post. The Job-holder will ensure that Luton Foodbank policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) GDPR 2018 and Data Protection Act 2018

This post is subject to a DBS Check.

Please send your application to:

Elizabeth Mayes, Recruitment, Luton Foodbank Ltd, Unit 3 High Town Enterprise Centre, York Street, Luton, LU2 0HA, or recruitment@lutonfoodbank.org.uk

Closing Date: 12 noon, Monday, 1st April 2019

Interviews: Friday, 12th April 2019

Further information about Luton Foodbank Ltd may be found at:
www.lutonfoodbank.org.uk