



St Albans & District Foodbank (SADFB/Foodbank)

Role Description: Warehouse Coordinator

Overview

SADFB is an independent charity and a member of the Trussell Trust Foodbank network. Our mission is the prevention or relief of poverty in the local area. We are a volunteer-based organisation with over 130 active volunteers supporting the breadth of operations from warehousing to client facing distribution centres.

SADFB believe that helping clients adopt a more holistic approach to their needs will help reduce isolation and improve their overall physical and mental health. This is achieved by connecting people to community groups and statutory services for practical and emotional support. Ultimately SADFBs long term ambition is to eradicate the need for foodbanks.

Warehouse Coordinator Role:

The Foodbank has a central warehouse in Redbourn at which it receives, stores, processes and prepares food donations or purchases ready for distribution to 8 centres throughout the district. The Warehouse Coordinator will be the main contact for the SADFB Warehouse with overall accountability for the smooth running of the warehouse operation. They will ensure that the warehouse is run efficiently & effectively to enable our network of food distribution centres to provide emergency food for those in need. Part of this the role requires excellent people skills to partner with our warehouse shift leaders, volunteers and inhouse team. Key to being a successful candidate is your ability to have a clear focus on and understanding of health and safety, being comfortable with adapting to changing priorities as we respond to the needs of our clients & donors and an eye for detail to ensure the effective stocking & delivery of food. With demand for our services only increasing, this role is pivotal to ensuring we meet the needs of clients facing food insecurity.

Nature of role & reporting line:

- An active presence at the warehouse across the week
- Additional hrs may be required during busy periods (e.g. Harvest / Christmas) and the occasional evening/weekend to accommodate visiting groups of volunteers.
- 20 hours a week across 5 days (tba)
- Salary - £18,000+ Pension
- Reporting directly to the SADFB CEO.

Primary responsibilities

• Warehouse operation:

- Take overall accountability for the safe and efficient operation of our warehouse.
- Ensure stock levels are managed (weighed in/out) & any additional needs identified and shared with those involved in purchasing.



- Coordinate Weekly distribution centre (DC) requirements & packing alongside home delivery packing & scheduling.
- Liaise with suppliers for requirements and deliveries including fresh food supplies.
- When needed, drive the van to wholesalers to collect food or collect/ drop food to centres.
- Monitor Health & Safety of warehouse operations consistent with existing policy & agreed requirements.
- Ensure all paperwork for warehouse operations is kept up to date and in the warehouse.
- Ensure the warehouse is clean and tidy and support a safe and efficient working space, is cost efficient with utility and supplies.
- Co-ordinate collections with donors such as schools, churches, and community groups at key times of the year such as Harvest and Christmas.
- Provide ad hoc warehouse maintenance support and assistance.

• ***Warehouse & Delivery driver volunteers - management***

- Manage warehouse and delivery driver rotas.
- Ensure that all warehouse volunteers are appropriately onboarded and trained.
- Ensure that the training handbooks for warehouse volunteers and delivery drivers are up to date.
- Identify and ensure that any additional training is delivered and that volunteers have the necessary training to perform their roles appropriately and safely.
- Run session debriefs with volunteers.

• ***Additional Responsibilities***

- Monitor van & ensure maintenance issues are identified & addressed.
- Monitor stationery needs (printer paper & cartridges, crate labels, marker pens etc) & restock as required.
- Deliver corporate and community sessions where visitors spend time in the warehouse learning about the work we do.
- Organise the sharing of surplus items to other local organisations.
- Understand our internal data systems and be able to handle calls from clients, including issuing food vouchers.
- Monitor the main email account and respond to general enquiries from the public, referral partners and donors in relation to the warehouse operations.
- Manage and coordinate distribution of fundraising tools e.g. banners/ buckets/ card readers.

Person Specification:

- Confident working under your own initiative with minimal supervision, accuracy and attention to detail and the ability to prioritise your workload to meet all agreed deadlines.



- Experience in planning, coordination, problem solving and be able to handle periods of pressure.
- Excellent interpersonal skills with a knack for leading volunteers in a supportive and collaborative manner.
- Ability to deal with information in a confidential manner, respond with sensitivity to the opinions of others and address any issues raised in a fair and consistent manner.
- Ability to work confidently and tactfully with a wide range of people.
- Strong organisational skills: ability to identify all key steps and resources needed to complete a task and to manage a wide range of tasks concurrently.
- Ability to work effectively as a member of a small team and maintain communications where members of that team are working different flexible days and hours. Being reliable and adaptable, able to respond to changing priorities.
- IT proficient, including use of Word, Excel,
- Commitment to the ethos and values of SADFB including the provision of services to high professional standards by volunteers, minimising the foodbank's impact on the environment and the unfailing delivery of advertised services to all beneficiaries equitably, with dignity and compassion.

Additional Info on Requirements for ways of working at SADFB: Equality and Diversity and Inclusion (ED&I)

- A positive attitude towards ED&I creates an environment where all individuals can achieve their full potential.
- Clients, and their families have the right to be treated fairly and routinely involved in decisions that affect the support they receive. Food bank staff and volunteers have the right to be treated in an environment where diversity is valued, and equal opportunity protected.

Safety, Health, Environment and Fire

- SADFB is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.
- The post holder is to manage and assess risk within their area of responsibility, ensuring adequate measures are in place to protect staff, volunteers & clients.
- All personnel have a duty to take reasonable care of health and safety for themselves, colleagues and clients they work with.

Confidentiality

- SADFB is committed to a confidential service. Clients entrust us to support them and they have the right to expect that all information is kept confidential. Private information concerning the management of the Foodbank should also be kept confidential.



Quality and Continuous Improvement

- To preserve and improve the quality of SADFB outputs, all staff are required to think not only of what they do but how they achieve it. By continually re-examining our processes we seek to develop and improve the effectiveness of the way we work. We promote a culture of continuous improvement where everyone is encouraged to make suggestions and contributions to improve our service delivery and enhance client experience.

Managing information

- All staff should use technology and appropriate software as an aid to planning, implementing and monitoring client support and in presenting and communicating information.

Learning and Development

- The effective use of training and development is fundamental in ensuring staff and volunteers are equipped with a broad range of skills, knowledge, attitude and competence to perform their role. It is expected that the post holder will assess their own learning needs and those reporting to them and to provide and undertake training & development opportunities as appropriate.
- The post holder will seek to mentor team members, share good practice and inform others about current and future developments.

Collaborative Working

- The post holder is expected to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. The post holder will prioritise their own workload and ensure effective time management strategies are embedded.
- Teamwork is essential in a diverse team and the post holder is to work as an effective and responsible team manager & member, supporting others and exploring mechanisms for new ways to working.

Additional Information

- This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.
- This job description will be reviewed with the post holder annually as part of the appraisal process. Any proposed amendments will be with the agreement of the CEO.