

Position Title:

Foodbank Manager

Reports To:

Board of Trustees

Location:

Primarily based at the Foodbank Hub and distribution centres, with flexibility for remote work where appropriate.

Role Purpose

The Foodbank Manager leads the day-to-day operations across all foodbank sites, ensuring services run smoothly, compassionately, and in line with the charity's values and Trussell Trust guidelines. This is a hands-on, people-centred role requiring excellent organisational ability, emotional intelligence, and strategic oversight. You'll be the operational heartbeat of the foodbank — coordinating volunteers, managing communications, and keeping everything from logistics to compliance ticking over efficiently and with heart.

Key Responsibilities

1. Communications

- Manage the foodbank's main phone line and email inbox, acting as the first point of contact for all enquiries.
- Respond professionally and empathetically on behalf of the organisation, escalating to trustees as appropriate.
- Keep trustees regularly informed of operational updates and flag any significant issues, including:
 - Formal complaints

- Media contact
- Accidents, incidents, or safeguarding concerns
- Compliance risks or reputational threats
- Maintain ongoing relationships with supermarkets, wholesalers, and individual donors.
- Liaise with referral agencies to resolve queries and maintain good working relationships.

2. Foodbank Centres & Volunteer Support

- Visit distribution centres regularly to stay connected with service delivery and volunteer teams.
- Collaborate closely with centre supervisors to uphold high standards and ensure consistency.
- Champion a culture of empathy, respect, and dignity in every client interaction.
- Lead regular meetings with centre leads, sharing clear agendas and operational reports in advance.

3. Hub & Warehouse Coordination

- Be a consistent and visible presence at the Foodbank Hub, supporting volunteers and operations.
- Work closely with the Warehouse Manager to:
 - Monitor stock levels and maintain supply continuity
 - Support daily hub functions and assist with cover for deliveries when required
 - Ensure warehouse Health & Safety practices are up to date and legally compliant
 - Plan weekly operational priorities collaboratively

- Cover Holidays/Sick days when the Warehouse manager is off.
- Oversee Health & Safety across all locations in line with best practice and legislation.

4. Data & Monitoring

- Use the foodbank's digital system to track and report on core metrics, including:
 - Number of vouchers issued
 - Referral agency engagement
- Extract and present data to trustees to support strategic decision-making and transparency.

5. Fundraising, Outreach & Public Relations

- Build strong, lasting relationships with donors, community groups, and local partners.
- Represent the foodbank at public events, in schools, and with local media when needed.
- Produce and share regular newsletters to keep supporters engaged.
- Manage and grow the foodbank's presence on social media.
- Write and distribute press releases; respond to media enquiries with professionalism.

6. Financial Administration

- Work alongside the Treasurer and Trustees to ensure sound financial oversight.
- Maintain accurate documentation for all payments and receipts.
- Handle and deposit any cash donations responsibly.
- Ensure all donation paperwork is completed and filed, keeping records audit-ready.

7. Compliance & Liaison with Trussell Trust

- Ensure full compliance with Trussell Trust's franchise agreement and operating standards.
- Uphold legal and ethical standards across the board, including:
 - Food hygiene
 - Volunteer and visitor safety
 - Data protection and GDPR

Skills & Attributes

- **Compassionate, yet operationally sharp:** You understand the realities facing people in crisis — and how to run a service that meets them with dignity and efficiency.
- **Cool-headed in the chaos:** Whether the van's got a flat, the phone's ringing off the hook, or the tea bags have run out — you keep calm and carry on.
- **Exceptional communicator:** Able to connect with people from all walks of life — from anxious clients to eager volunteers, generous donors to detail-loving trustees.
- **Organised and on top of the admin:** Whether it's managing rotas, filing risk assessments, or sending off a press release — you're on it.
- **Forward-thinking:** You're not just reacting to problems — you're planning ahead, improving systems, and driving the foodbank forward.