



## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title:** Food Community and Engagement Team Lead (12-month contract to cover Maternity)

**Salary:** £25,381 plus pension and other benefits.

**Hours:** 37.5 hours per week (5 days) to include evenings and weekends to support the needs of the charity

**Contract Length:** 12 months

**Holidays:** 22 Days plus Bank Holidays

**Base:** Wigan Town Centre.

**Responsible to:** The Finance and Commercial Director

**Accountable to:** Queen's Hall Action on Poverty Trustees

**To Apply:** Please submit CV and Expression of Interest explaining why you would be an asset to our charity. Please register and upload documents here <https://hr.breathehr.com/v/food-community-and-engagement-team-19972>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received.

**Closing Date:** Noon Tuesday 4th January 2022

**Interviews:** W/C 10<sup>th</sup> January 2022

**Summary:** The Brick is a small charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. We are now looking for an enthusiastic, proactive and inspirational Food Community and Engagement Team Lead to join our team, a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

The Food Community and Engagement Manager is a crucial role in the charity. The main aspect being to develop a co-operative style food community model for The Brick, ensuring access to affordable and nutritious food for everyone. The successful candidate will manage all aspects of food inventory, procurement, controls, and distribution. Your role will focus on the growth and sustainability of the Brick Food Community, through maximising relationships and adding value to create the best experience for our charity community. The successful candidate will be an exceptional communicator, with an approachable nature who will play a vital role in developing and maintaining charity and retailer relationships, plus raising awareness of The Brick across the GM

Network.

A key task is managing and growing our relationships with charitable and statutory funders, local companies, schools, faith groups, churches and other organisations and individuals involved in supporting our work. As well as nurturing existing relationships, the role is about developing opportunities for promoting and establishing new relationships and resource opportunities from across the Wigan and Leigh area.

You will have excellent communication skills and will be able to relate to people from all walks of life with empathy and ease. You will be well organised and be able to juggle competing priorities, often under time pressure. You will be an enthusiastic and empowered networker and an experienced and skilled fundraiser. You will be a dedicated individual, as deeply committed as we are to reducing the impacts of poverty and reforming the current welfare system. Possession of a current driving licence and vehicle is essential.

#### *Main Responsibilities:*

##### **General Management**

- To support the delivery of the charity's food community strategy and operational plan,
- To coordinate day to day aspects of the food community service delivery, ensuring that the customer referral process and the subsequent provision of support by The Brick is managed safely, accurately and effectively.

##### **People Management**

- To arrange appropriate induction and training, in conjunction with the Volunteer Engagement Coordinator as necessary.
- To supervise, manage and deploy employees and volunteers within the area of the Food Community.

##### **Operations & Risk Management**

- To develop and manage the partnership with other agencies and Wigan MBC.
- To liaise and work in partnership with local statutory and voluntary organisations regarding services and issues relevant to those affected by food poverty homelessness and financial hardship, including the coordination of customer referral processes to the charity's food community and other services.
- To manage the delivery of crisis food, on behalf of the charity, ensuring that appropriate practices and procedures are in place and operating effectively in respect of the charity's legal and regulatory responsibilities, including but not limited to protecting vulnerable groups, customer confidentiality and volunteer safety.

##### **Financial and Stock Management**

- To coordinate in conjunction with the Finance and Commercial Director the management of specified financial budgets in accordance with the charity's Scheme of Delegation, including food purchases, facilities and catering.
- To support the Finance and Commercial Director in the preparation of funding applications and related monitoring reports.

**The Brick is committed to delivering Wigan Council's Deal approach and as such we are asking for applicants who adopt the 3 core behaviours being; positive, accountable and courageous. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.**

**Person Specification**  
**Food Community Engagement Team Lead**

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>A proven track record in customer service and people focused roles</i>	✓		<i>Application form and interview</i>
<i>Ability in providing compassionate engagement to vulnerable groups.</i>	✓		<i>Application form and interview</i>
<i>Strong communication skills – verbal and written including experience of public speaking and or the ability to give presentations, and facilitate group discussions</i>	✓		<i>Application form and interview</i>
<i>Courageous and dynamic but able to work within a wider team with authority, promoting trust and openness</i>	✓		<i>Application form and interview</i>
<i>Knowledge of health and safety requirements and Food Hygiene Level 3 certified</i>		✓	<i>Application form and interview</i>
<i>Ability to work on own and be self-motivating and unsupervised</i>	✓		<i>Application form and interview</i>
<i>Possess necessary skills to motivate trainees and volunteers</i>	✓		<i>Application form and interview</i>
<i>Ability to work out of hours and weekends</i>	✓		<i>Application form and interview</i>
<i>Experience of managing and delivering a project from inception to completion</i>	✓		<i>Application form and interview</i>
<i>Experience of fund-raising and of obtaining funds from a variety of sources including corporate bodies and events</i>	✓		<i>Application form and interview</i>
<i>Experience of managing projects (including the demonstrable ability to co-ordinate people, budgets and resources, to hit objectives and timelines)</i>	✓		<i>Application form and interview</i>
<i>Experience of warehousing, stock rotation, food supply chain solutions and safe storage</i>	✓		<i>Application form and interview</i>
<i>Clean Driving Licence and access to own vehicle</i>	✓		<i>Application form and interview</i>