JOB DESCRIPTION

Job Title	**Food Services Project Worker (Food Hub)**
Contract Type	Permanent
Hours to be Worked	The full time standard working week at Urban Outreach (UOB) is 9.00am – 5.00pm Monday to Friday with 1 hour lunch break. However this job role is likely to require some earlier starts, evening and occasional weekend work according to service need. Full-time or part-time may be considered.
Place of work	The principal place of work is currently Unit 4, Trinity Retail Park, Bolton. The post-holder may however be required to work at various other operational locations within Bolton as deemed appropriate for the execution of specific duties.
Directly responsible to	The Food Services Team Leader
Directly responsible for	Food service volunteers and clients (when attending our premises)

Summary of Job Role:

The job involves logistical and practical oversight of the Food Hub (Bolton's main centrally located emergency food distribution outlet) in conjunction with the Food Team manager. The role incorporates: data collection; stock ordering; maintenance and supply; the allocation of tasks and direct involvement in service delivery.

The post-holder will be supporting staff and volunteers who provide support to individuals and households who are struggling with a multiplicity of problems and those in crisis. The role involves close working with Bolton Council, Bolton at Home and various other organisations across the statutory, business and voluntary sectors - developing and evolving services as needed.

The job involves the development of trusted professional relationships. The post-holder will support the Food Services Team Leader in intelligence gathering, risk assessment, the preparation of reports and data sharing with statutory agencies and funding partner organisations.

The post-holder will support the development of food related anti-poverty services, in partnership with the local authority, churches and other stakeholders.

In addition, the post-holder will be expected to support the work of our two other teams as determined by service need. These are our Adult Services Team and our Children and Families Team.

Context:

Food projects and services that the post-holder will primarily be responsible for overseeing and supporting as directed are:

The Food Hub - working with various partner agencies to provide food parcels and other household consumables coupled with practical help and support to struggling households across the borough.

Christmas Dinner on Jesus - providing hampers to struggling individuals and families containing everything they need to make a traditional Christmas Dinner.

Bolton Lunches - providing free packed lunches to children of families on low incomes who struggle to make ends meet but are from time to time not in receipt of school meal vouchers or free school meals.

Other projects and services which may be developed from time to time to support individuals and households in crisis.

Main Duties and Responsibilities

The post-holder will:

1. Place, process and receive orders with various suppliers as and when required
2. Take a lead in planning the collection, dispatch and delivery of food and other goods to and from various locations throughout Bolton
3. Direct volunteers, assist in preparing rotas, and organise / deliver training as required
4. Help design and deliver food-related training, guidance and support packages for staff and service users as required.
5. Help design and deliver presentations and educational information sharing sessions on the work of UOB to our partner agencies and supporters as required
6. Maintain regular communication and good relationships with our service delivery partners - including our various food suppliers, public sector and not-for-profit agencies, churches, schools and businesses
7. Ensure efficient storage, stock control and safety of donated and purchased food and other goods
8. Take a lead as and when required, in setting out work areas for seasonal projects involving production line work
9. Keep accurate records including order details, costs, project outcomes, fridge / freezer temperature control monitoring, inputting of data and compile project reports
10. Take a lead in gathering service user feedback and involvement - supporting service development with the Leadership Team
11. Stand in for and support the Team Leader, other team members and volunteers as required
12. Support Children, Families and Adult Services UOB Team members as required
13. Support UOB in facilities cleaning and tidying tasks as required
14. Take photographs of suitable work interactions. Support the preparation of material for 'good news stories', case studies, outreach publicity displays, our website and social media accounts.
15. Undertake relevant training and continuous professional development.
16. Be familiar with and abide by all the policies and procedures of UOB with particular regard to safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working.
17. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with UOB procedures.
18. Undertake other duties and responsibilities consistent with the objectives of this post.

Person Specification

Essential Criteria	**Qualifications Required**
1. Demonstrable personal commitment to UOB's charitable objects, mission, vision, aims and Christian Ethos.	15. This role involves some direct contact with vulnerable people, requiring a Disclosure and Barring Service (DBS) check. We can arrange this.
2. Friendly, enthusiastic, supportive and able to work well as part of a team	16. Use of a vehicle for work and holding a full clean UK driving licence with suitable vehicle insurance.
3. Able to demonstrate personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.	17. Able and sufficiently experienced to drive smaller Urban Outreach 'transit van' type vehicles and Category 1 (C1) medium sized Urban Outreach vehicle(s) up to 7,500kg.
4. Demonstrable skill in guiding, supervising and supporting individuals and groups	**Desirable Criteria**
5. Able to demonstrate good customer service, listening and presentation – relating well to service users and professionals alike.	18. Experience in leading and developing projects and services
6. Able to build and maintain good relationships with a broad range of partner organisations.	19. GCSE grades A – C (9 – 4) in Mathematics and English or equivalent
7. Able to demonstrate continuous development of appropriate skills and knowledge	20. Experience of working with and supporting vulnerable people
8. Possessing good attention to detail and accuracy in completing tasks in a timely manner	21. A qualification and/or experience in Logistics / Supply Chain Management / Food Safety / Customer Service
9. Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.	22. Experience of working with food suppliers, public sector and charitable organisations
10. Digitally literate – possessing good literacy and numeracy skills together with a good working knowledge of computer programmes. Competency in data inputting, monitoring and in report writing.	
11. Possessing good leadership & organisational skills, the ability to use initiative, plan and prioritise well.	
12. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.	
13. Able to lead and participate in the physical moving and handling of goods.	
14. Able and willing to work outside standard working hours as determined by needs of the job.	