

North Bristol & South Gloucestershire Foodbank

Registered Charity Incorporated Organisation 1195058

286 Filton Avenue, Horfield, Bristol, BS7 0BA

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Foodbank Administrator

Maternity cover - 12 month contract, but can be ended sooner (with 1 month notice)

Job Purpose: To provide administrative support for North Bristol & South Gloucestershire Foodbank.

Reports to: Operations Manager

Salary: £24,121.50

Hours: 37.5 hours per week, 09:00 - 17:00 Mondays to Fridays.

Location: Based at Ebenezer Church Office
286 Filton Avenue, Horfield, Bristol, BS7 0BA

Key Skills:

- Excellent organisational skills
- Good telephone manner and communication skills
- Ability to work under pressure and unsupervised
- Strong IT skills
- Ability to work as part of a team and support other team members
- Ability to understand and action management requirements

Personal Attributes:

- Empathy with the client group and volunteer staff
- Good listener
- Sympathetic to the Christian ethos of the foodbank

Roles & Responsibilities:

- Being the first point of contact for emails, telephone calls, face to face enquiries, answering the office doorbell and ensuring appropriate action
- Managing emails and general correspondence
- Processing of Foodbank Vouchers
- Processing new referral agency or user requests
- Processing donations and deliveries that arrive at the office
- Supporting the team with printing and scanning as required
- Assisting the Volunteer Coordinator with organising volunteer teams (inc. registration forms, communication, etc.)
- Assisting with organising supermarket collections: volunteers, thank you mail outs, liaise with supermarkets
- Assisting the Operations Manager with ongoing projects as needed
- Assisting the team with other jobs at peak times (Harvest, Christmas)
- Assisting foodbank manager with setting up new processes and procedures
- During busy times, assisting with moving/organising food and other jobs required with the rest of the foodbank team
- Other duties as assigned