



Job Description and Person Spec for South Belfast Foodbank Administration Manager

Post Title: Administration Manager for South Belfast Food Bank (SBFB)

Salary: NJC payscale : Scale 6 (Point 18) £30,559 p.a.

Hours of Work: 37 Hours per week

Place of Work: South Belfast Foodbank, 119 University Street, Belfast

Reports to: South Belfast Foodbank Project Manager

Job Scope:

Responsible for the provision and maintenance of all central office functions to help us achieve our mission of alleviating food poverty in South Belfast.

Main duties and responsibilities:

1. Provide operational and administrative support to the Project Manager.
2. Maintain contacts with all stakeholders via telephone, e-mail and in person and deal with client queries by monitoring the door when sessions are not in place.
3. Manage Food Bank compliance with statutory requirements and all Trussel Trust guidelines, policies and partnerships.
4. Develop and maintain an annual planner of task deadlines and events.
5. Manage the Administration of the SBFB Volunteer Strategy, including but not limited to:
 - Volunteer recruitment, retention, on-boarding and training
 - Day to day Volunteer management and communication
 - Volunteer programme evaluation and improvement
6. Provide operational and technical support to foodbank sessions, including:
 - Overseeing volunteer session rotas on the Assemble system
 - Planning ahead on the basis of demand
 - Cancelling sessions when appropriate
 - Management of the booking team and volunteer communications
7. Administer and maintain financial and procurement processes of the Foodbank.
8. Assist the Treasurer in the preparation of monthly Board updates and management accounts, along with the preparation of Gift Aid returns.

9. Attend and Provide Minutes for monthly Operational and online (evening) Board of Trustee meetings as required.
10. Manage the production and distribution of Foodbank newsletters and external communication with key stakeholders.
11. Ongoing personal development
12. Other duties and responsibilities as shall be requested from time to time by the South Belfast Board of Trustees.

Essential Criteria

		Essential	Desirable
Qualifications	Qualifications in Maths and English, GCSE-level (Grade C or above) or equivalent At least 3 other GCSEs (Grade C or above) or equivalent	X	
	Third level qualification		X
Experience	At least two year's office management experience, including accounts, database & policies and procedures management.	X	
	Experience of taking meeting Minutes.	X	
	Knowledge of Foodbanks or working with people in poverty.		X
	Experience of supporting volunteers.	X	
	Marketing and Social media experience.		X
Skills	Excellent working knowledge of Google Suite	X	
	Proficient in the use of Microsoft Office including Excel and Word.	X	
	Ability to work independently, and as part of a team.	X	
	Time management, administration and organisation skills.	X	

	Excellent written and verbal communication skills.	X	
Personal	Willingness to respect the aims and Christian ethos of South Belfast Foodbank and of the Trussell Trust.	X	
	Highly organised and self-motivated, able to work on own initiative to tight deadlines.	X	