

JOB DESCRIPTION

Job title:	Community Hub Operations Manager
Reporting to	Head of Finance & Development
Responsible for	Community Food Hub staff and volunteers; satellite food hubs
Hours	37.5 hours per week (Mon-Fri), some flexibility outside of these hours in line with the requirements of the role may be required
Contract	Permanent
Salary	£19,112 to £26,062
Band	B

Role Overview

Outline of the role

Changing Lives Together (CLT) enables people to be able to move forward feeling more in control of their lives. We relieve stress by providing people with essentials such as furniture and food and aim to improve people's quality of life with our social programmes such as Buddying & Befriending.

The Cheshire Food Hub was established as part of the "Feeding West Cheshire partnership"; a project set up to manage, coordinate and distribute food to those in need. This is a response to reduce food poverty arising from the Covid-19 pandemic.

The Hub has developed significantly and provides accessible community support through community food waste programmes, social interaction and community café, community skills projects and advice and guidance. The Hubs provide local venues which are the single point for accessing information about services. They provide a secure and safe environment for community members to meet, share or gather knowledge, develop new skills, or seek support in times of need.

The successful postholder will be an operational self-starter, enjoy working in a fast moving but rewarding environment and have the proven ability to work flexibly to meet the evolving needs of a project. You will be a strong leader, able to work effectively with a multi-disciplined team and have demonstrable skills in operations, logistics, partner liaison, warehouse, food management and community support.

Main Responsibilities and duties:

Overall Job Purpose

- Lead the maintenance and delivery of the Hub and its services
- Manage warehouse, process orders and organise inventory
- Receive, assess/grade, monitor all deliveries and collections for food safety
- Oversee the design of weekly food hub routes and logistics; pull orders, pack and sort boxes and pallets to receive and deliver food hub product
- Maintain food safety protocols, update food safety manual and keep records for food storage, equipment and premises in accordance with Food Safety requirements;
- Promote the Community Hubs function across all CLT, partner organisations and our communities.
- Coordinate the best use of the food received at the Cheshire Food Hub for the benefit of the community.
- Plan and co-ordinate logistics for our Cheshire Food Hub and satellite hubs with the Head of Finance & Development to enable the efficient and timely awareness, collection and distribution of food for Community Food Groups.
- Work collaboratively with relevant stakeholders.

Key Accountabilities

- Stock management, collection and distribution logistics
- Build network of Hub volunteers by recruiting, training and supporting them to enable smooth running of the Community Hub
- Overseeing the warehouse and staff team, and the supply and distribution to food groups across Cheshire and Warrington.
- Managing recruitment and training of volunteers to support service delivery.
- Assist with the collection of data on stock levels, demand and outcomes.
- Produce accurate reports with qualitative and quantitative data for evaluation of the project.
- To assist with new projects and their roll out including the slow cooker project.
- Oversee a community kitchen and social supermarket and related storage areas to cook and prepare food.
- To network with staff and volunteers across other projects and maintain databases of people involved in the project, in line with data protection regulations.
- Contribute to the good reputation and development of Cheshire Food Hub and Changing Lives Together.
- To work closely with other members of the CLT team delivering related projects.

Usual Accountabilities

- To receive, store and process data (in whatever form or medium such data takes – e.g. electronic and/ or documented) in a confidential manner and in accordance with the Company's agreed data management policies and GDPR
- To develop and contribute to team meetings
- To have regular supervision and review of targets
- To promote the conduct and ethos of the organisation at all times
- To understand and apply all Changing Lives Together policies and procedures at all times in all areas of your employment
- To attend any relevant training to support continued professional development in line with the organisations training policy
- To carry out such relevant and appropriate duties commensurate with the framework of the post and grade that from time to time may be required by management in consultation with the post holder.
- This job description is subject to regular review in accordance with changing organisational needs and consultation.

The role will require the Community Hub Operations manager to:

- Work flexible hours as the Hub dictates (over 5 days per week, including occasional weekends if required)
- Share office space with Community Shop staff and volunteers
Work cohesively with the Head of Finance & Development recognising the impact of Hub

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Level 1/2 Math's and English • Food Safety Level 2 Certificate (training can be provided) 	<ul style="list-style-type: none"> • Food Safety Level 3 Certificate (training can be provided)
Experience	<ul style="list-style-type: none"> • Experience of leading community delivery and growing projects from start-up phase. • Budget management • Experience of stock control • Well organised with experience of project co-ordination • Good knowledge and understanding of community work. • Experience in project management within community-driven organisations, ideally with relevant hands-on experience of working in, and management of, community hubs and/or volunteer networks • Sound knowledge of key aspects of marketing to promote the Hub to its optimum potential • Knowledge of CLT services • Ability to meet deadlines and achieve challenging targets • Excellent people-skills • Experience of lifting products on and off a van in cases with aid of Lifting equipment 	<ul style="list-style-type: none"> • Previous experience in a similar role • Experience of working with vulnerable people • Appreciation of working in the voluntary sector • Knowledge and understanding of Food Poverty/Insecurity. • Knowledge of communities and community organisations in the Cheshire area.

	<ul style="list-style-type: none"> • Manual Handling • Experience of managing a team of staff and/or volunteers. • Significant experience of developing and sustaining relationships with stakeholders 	
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> • Ability to liaise with a variety of different partners • Ability to motivate others • An excellent attention to detail • Knowledge of computer operation and MS Office • Knowledge of the tools, equipment used in food warehouse and operational environment • Outstanding verbal and written communication 	<ul style="list-style-type: none"> • Previous experience working across Cheshire
Personal Attributes	<ul style="list-style-type: none"> • Understand and respect the organisations values • Highly self-motivated and able to use initiative • Innovative, flexible and adaptable • Ability to deal with change and a flexible 'can do attitude'. • A commitment to the Safeguarding of Vulnerable Adults • Strong commitment to Equal Opportunities • Strong alignment with CLT values • Commitment to the mission statement, values and to the specific charitable objectives and ethics of the Charity 	



Changing Lives Together is committed to supporting people with disabilities and will make reasonable adjustments to these requirements where this enables a disabled person to do the job effectively.

Recruitment Process

Please note we do not score CV's please use the Changing Lives Together Application Form.

Please return your completed application form by email or post to:

Email – hr@changing-lives-together.org.uk marking the header “Recruitment Private and Confidential”

Post - Private and Confidential

FAO: Recruitment
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