



FIND (FAMILIES IN NEED) RECRUITMENT PACK

BACKGROUND INFORMATION

FIND is an established charity and company limited by guarantee and was founded 36 years ago, at a time when Foodbanks, as they are today, did not exist. It operates from Braziers Wood Road, and the site comprises of a large warehouse, two containers, a portacabin and The Shack.

FIND exists to provide emergency food and non-food items to individuals and families in need. Based on principles of no judgement and dignity, FIND offers a unique referral service. Currently more than 100 organisations refer clients to us. Food parcels are delivered to clients by volunteer drivers, discreetly and with kindness, 6 days a week.

It is an upbeat and fast-paced working environment. FIND's expert and dedicated volunteer team prepare and organise the food and the warehouse. They sort, pack and pick the food parcels. Up to 150 food parcels are delivered each week. Each month this provides around 900 people with emergency food, with a third of these being children.

Additionally FIND offers a whole range of non food items- from toiletries and household cleaning products, to beds, bedding, fridges, freezers etc.

FIND wants to see an end to poverty, but until that happens, we will provide whatever support we can. Because FIND is so well established we have fantastic support from a whole range of partners- local businesses, churches, Fans Supporting Foodbanks, schools, individuals. The list of supporters is growing.

THE VOLUNTEER STRUCTURE

There are a range of volunteer roles described briefly below:

TEAM LEADERS/WAREHOUSE LEADERS

These sort the referrals on the day. From a picking list they order the food parcels into delivery rounds for the drivers. They oversee the fresh food that is to be included and then pass the picking list to the volunteer pickers. They provide leadership for the pickers, greet the drivers and deal with any delivery issues that may occur.

The warehouse leaders introduce changes and systems into the warehouse to reduce food waste and improve day-to-day efficiency of the operation.



1.30 TEAMS

These pick the food parcels from the picking list, using their initiative to include additional items when stock allows. Once the food parcels are picked and ready for the drivers, the 1.30 team carry out a range of warehouse roles- putting donations away, sorting and tidying, filling up egg boxes, potatoes etc.

TUESDAY & FRIDAY PACKERS

These prepare the basic nonperishable food bags, that forms the basis of a food parcel. This means the 1.30 team can quickly work on getting the perishable items picked and deal with any special dietary requirements.

FOOD PARCEL DELIVERY DRIVERS

These are allocated food parcels to deliver. FIND operates within a 35 mile radius of Ipswich, so some journeys can be long. The drivers are discreet and work flexibly to ensure food gets delivered.

FOOD DONATION /FOOD COLLECTION DRIVERS

Three times a week volunteer drivers collect donated food from the various supermarkets that support FIND. These include Waitrose, Sainsburys, LIDL and the Coop. These drivers also help pick up other food orders and pick up/deliver nonfood items to clients.

BOARD OF TRUSTEES

FIND's Board of Trustees is well established and has provided leadership for the changes that have been implemented over the last few months.

EXCITING TIMES

FIND is currently going through a period of significant change, with the main job of getting emergency food to clients remaining the same. FIND has moved from a paper-based operation to one that uses simple technology over a period of months. The referral process has been moved on-line. Change feels positive and constant.

A manager was recruited last summer- the first and only member of staff. The Assistant Manager is a new role and is crucial to further developing the infrastructure of the charity. To increase the use of technology, build the capacity of the weekly opening hours, providing coordination and support to volunteers, specifically Team Leaders...and much more.



ABOUT THE JOB

The job description and person specification are below. This job will suit someone with the prerequisite skills, and who wants a rewarding career, that makes a difference.

This is a 30-hour a week permanent role, to be worked flexibly, with warehouse cover a priority.

The salary is £30,000 per annum (pro rata to 30 hours, based on a 37-hour working week)

Holiday entitlement is 25 days a year (pro rata) plus Bank Holidays.

There is a NEST contributory pension scheme.

HOW TO APPLY

Please send your CV to jane@findipswich.org.uk.

Please include an additional document that clearly sets out how you meet the skills set out in the person specification. Please also complete the Equality Monitoring Form.

The closing date for applications is 17th April.

Interviews will be held during the week of 27th April

Please contact Jane Basham, our current Manager on the e mail above if you want any more information.



- Job Title:** FIND Assistant Manager
- Job location:** FIND HQ, 7a Braziers Wood Road IP3 0SP
- Reports to:** FIND Manager
- Responsible for:** FIND volunteers

Job Summary

Working closely with the FIND Manager this role supports the smooth operation of all Foodbank activities, with a focus on IT systems, volunteer recruitment, referral and warehouse management and data collection.

Deputise for the manager and Team Leaders in their absence.

Support the management of referrals, liaising with Team Leaders and other key stakeholders.

Oversee Volunteer records, recruitment, training and management.

Directly manage all office functions such as e mail and telephone correspondence, building efficient and effective communication systems.

Be an active ambassador for FIND, and a non-judgmental anti-poverty advocate, representing the Charity at relevant meetings and stakeholder events

Develop and manage databases of funders, donors and stakeholders.

Work with Team Leaders to manage daily warehouse operations from donations in, through to distribution to clients.

To directly manage stock control, food safety and health and safety compliance.

Increase the use of technology to create enhanced data collection and support the Manager with reports for Board and funders.

Plan for and deliver unique seasonal events such as Harvest and Christmas, and other events as they arise.

Support the Manager with any other duties as and when required.



Special conditions to note:

This is a new role and its scope may change. Any key changes to duties and responsibilities will be subject to consultation with the post holder.

This is a 30 hour a week role and is based at FIND headquarters. Whilst FIND is committed to working flexibly, the post holder will be required to be based on site to provide essential cover for most of their working hours.

Person Specification

Essential

Strong oral and written communication skills.

Understanding of and experience of working within regulatory frameworks to include health and safety and food safety and data protection.

Significant practical organisational skills, to include planning and logistics.

Proficient IT skills, including in the use of spreadsheets databases to manage and interpret statistical data.

Clean full valid driving licence.

Proven leadership skills, with a track record of motivating and inspiring individuals.

Ability to work flexibly, including early morning, evenings and weekends.

Empathy, including an understanding of the drivers of poverty and social injustice.

Desirable

Experience of working with volunteers

Experience of working in a warehouse environment