

JOB DESCRIPTION	
Job Title	Food Services Project Worker
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. Part-time or full-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 including our head office, as deemed appropriate for the execution of specific duties.
Directly responsible to	The Food Services Team Leader
Directly responsible for	Volunteers and clients when engaged within the service
<p>Summary of Job Role:</p> <p>The post-holder will be leading volunteers and supporting staff who in turn 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.</p> <p>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. It includes making presentations which promote and communicate our work to various audiences such as schools, churches, community groups and other agencies.</p> <p>The post-holder will support the development of food-related anti-poverty services, in partnership with the local authority, churches and other stakeholders and will take a lead in our Food Hub setting.</p> <p>The job also involves supporting the allocation of tasks and the provision of practical assistance, advice and guidance to volunteers. It includes direct involvement in service delivery and leading by example including the provision of group work and one-to-one client support as appropriate.</p> <p>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.</p> <p>Context:</p> <p>Food projects and services that the post-holder will primarily be responsible for supporting delivery of are:</p>	

The Food Hub - Bolton's main centrally located emergency food distribution outlet – working with a raft of partner agencies to provide food parcels and other household consumables and energy pre-payment meter top-ups, 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.

Storehouse Foodbank/ Pantry - offering short-medium term food support by relieving the cost of shopping with food parcels.

Main Duties and Responsibilities

The post-holder will:

1. Place, process and receive orders with various suppliers as and when required.
2. Plan and arrange the collection, dispatch and delivery of food and other goods to and from various locations throughout Bolton.
3. Supervise and develop the role of our volunteers - including preparation of rotas, organising and delivering training as required.
4. Help design and deliver food-related training, guidance and support packages for 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. Supervise and set 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 compiling brief reports.
10. Support the gathering of service user involvement and feedback in service development.
11. Stand in for and support other Food 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. Participate in one-to-one competency appraisals, supervision and team meetings.
17. Be familiar with and abide by all the policies and procedures of UOB with regard to safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working.

- 18. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with UOB procedures.
- 19. Undertake other duties and responsibilities consistent with the objectives of this post.
- 20. Be familiar with all the Policies and Procedures of UOB including Health and Food Safety and abide by them at all times.

Person Specification

<u>Essential Criteria</u>	<u>Qualifications Required</u>
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 UK driving licence with suitable vehicle insurance.
3 Able to demonstrate personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.	16a A full clean UK driving licence.
4 Ability to guide, supervise and support individuals and groups.	<u>Desirable Criteria</u>
5 Able to demonstrate good customer service, listening and presentation – relating well to service users and professionals alike.	17 Experience in leading and developing projects and services.
6 Able to demonstrate continuous development of appropriate skills and knowledge.	18 GCSE grades A – C (9 – 4) in Mathematics and English or equivalent.
7 Possessing good attention to detail and accuracy in completing tasks in a timely manner.	19 A qualification and/or experience in Logistics / Supply Chain Management / Food Safety / Customer Service.
8 Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.	20 Experience of working with food suppliers, public sector and charitable organisations.
9 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.	21 Permitted, able and sufficiently experienced to drive Category 1 (C1) medium sized Urban Outreach vehicle(s) up to 7,500kg.
10 Possessing good organisational skills, the ability to use initiative, plan and prioritise well.	22 Experience of working with and supporting vulnerable and needy people.

11 Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.	
12 Able to participate in the physical moving and handling of goods.	
13 Able and willing to work outside standard working hours as determined by needs of the job.	
14 Access to suitable facilities to work undistracted from home as and when required to do so.	