

## **JOB DESCRIPTION**

<b>POST TITLE</b>	Community Action Operations Manager
<b>TEAM</b>	Community Action
<b>RESPONSIBLE TO</b>	Head of Community Action
<b>RESPONSIBLE FOR</b>	Five (5) staff and volunteers within the Care Zone, Foodbank, and Food Pantry Teams.
<b>WORKING HOURS</b>	40 hours a week 8.30am – 5.00pm Monday – Friday. (1/2-hour unpaid lunch break daily). Occasional Saturday working may be required to cover holidays / sickness.
<b>SALARY</b>	£32,124 per annum.
<b>PLACE OF WORK</b>	Majority of hours to be worked at the Community Action warehouse, however some home working could be considered.

### **JOB PURPOSE**

- Oversee all day-to-day operations of Care Zone, Peterborough Foodbank and the KingsGate Food Pantry.
- Ensure that there is a safe working environment across all projects' sites, implement efficient work processes and budget management.
- Manage the staff and volunteer team displaying professionalism to the highest standards and maintaining an environment where all employees and volunteers develop and excel.
- Contribute to the increased development of missional opportunities and ensure the projects are underpinned with Christian values.

### **KEY ACTIVITY**

#### **Operations**

1. Provide management for the staff and volunteers of Care Zone, Peterborough Foodbank and the KingsGate Food Pantry and ensure that the projects are underpinned by Christian values.
2. Take responsibility for the day-to-day management of Care Zone, Peterborough Foodbank and the KingsGate Food Pantry

3. Work with the Care Zone Warehouse Supervisor and Food Projects Supervisor to manage the co-ordination of all furniture donations, food donations, collections and deliveries.
4. Manage day-to-day budgets and resources.
5. Visit the various projects' locations on a regular basis.
6. Oversee the working relationships with referral partners and key stakeholders responding to queries or issues when required.
7. Oversee the smooth running of all face-to-face sessions to ensure they are adhering to the vision and values of the projects and providing safe working practices for clients and volunteers.
8. Be familiar with the on-line data systems, monitoring impact data.
9. Work with the projects' lead volunteers to monitor operational standards and to ensure that the volunteer teams are fully staffed.
10. Ensure that all projects comply with health and safety statutory requirements and good practice.
11. Ensure the cleanliness and security of the warehouse building.
12. Represent Care Zone, Peterborough Foodbank and the KingsGate Food Pantry at internal and external meetings when required.
13. Work with the Community Action Development worker to develop positive relationships with donors and supporters.
14. Support the Community Action Development worker to build links and positive relationships with businesses to increase donations and funding to Care Zone.
15. Support all Comms including social media accounts that promotes the work of Care Zone to raise the awareness of issues around poverty and maximise donations.

### **Staff and Volunteers**

1. Line manage staff from Peterborough Foodbank, Care Zone, and the KingsGate Food Pantry.
2. Oversee the recruitment, training and retention of volunteers for all the projects.
3. Organise staffing and volunteer levels to ensure the projects are fully staffed during service hours.
4. Lead regular volunteer meetings to provide guidance and prayer.
5. Identify the training needs of staff and volunteers and organise appropriate training.
6. Oversee the maintenance of accurate records of volunteer/ work placement attendance, training, and expenses.

### **Strategic Development**

1. Work with the KingsGate Community Action Team to identify new areas of emerging client needs and contribute to the development of services that meet those needs.
2. Assist the Head of Community Action to develop strategic plans for Care Zone, Peterborough Foodbank and the KingsGate Food Pantry.

## Governance and Compliance

1. Fulfil the role of safeguarding Co-ordinator for Peterborough Foodbank, Care Zone and the KingsGate Food Pantry
2. Ensure that safeguarding training for staff and volunteers is kept up to date.
3. Comply with the terms of the Trussell Trust and YLP franchises, including standard operating procedures.
4. Comply with KingsGate's financial controls policy.
5. Provide the KingsGate Finance team with details of payments and receipts, and supporting documents, to enable proper accounting.
6. Support the Head of Community Action to prepare impact reporting for key stakeholders such as KingsGate directors, Trussell and funders.
7. Attend regular team meetings and one to one's
8. **Support your manager in setting and managing the overall budget for Care Zone, Peterborough Foodbank and Food Pantry Team.**
9. **Support your manager in performance management of the Care Zone, Peterborough Foodbank and Food Pantry Team.**
10. **Be an effective internal and external ambassador for KingsGate, promoting the organisation's vision and values, positive corporate reputation through active partnership with other relevant stakeholders.**
11. **Positively manage your own personal development to make sure you maintain the technical and professional competence required to effectively perform your role and meet the standards of the organisation.**
12. **Positively manage the training and development of those you are responsible for within the Community Action Team to make sure they maintain technical and professional competence and meet the standards required by the organisation.**
13. **Promote positive communication across the organisation, encourage constructive relationships and develop staff feedback methods.**
14. **Demonstrate a commitment to Safeguarding by reading, understanding, and personally applying the safeguarding policy and procedures, undertaking basic safeguarding training, and ensuring any incident is reported immediately.**
15. **Ensure Safeguarding policy and procedures are applied within the Community Action Department, ensuring all staff and volunteers have received appropriate safeguarding training and if carrying out regulated activities have a current DBS**

16. **Identify, assess, and manage potential risks involved in work activities and processes.**
17. **Keep confidential, and do not share inappropriately with colleagues or third parties any information on matters and circumstances which are sensitive and could be damaging to the organisation's reputation or business.**
18. **Record and use information in accordance with KingsGate procedures and legal requirements i.e., Data Protection.**
19. **Make sure health and safety requirements are met within the Team.**
20. **Respect the vision and values of KingsGate.**
21. **Perform any other tasks that may arise from time to time which are appropriate to this level of post.**

All Managers at KingsGate have the activities shown in bold included within their job description.

**This job description was created by the Head of Community Action in July 2024.**