



COMMUNITY ACTION OPERATIONS MANAGER APPOINTMENT BRIEF

“Planting seeds for hope and a better future.”

We are delighted that you are interested in joining us at KingsGate Community Action as our Community Action Operations Manager.

About KingsGate Community Church

KingsGate Community Church is a large, vibrant multi-cultural, inter-generational church with campuses in Peterborough, Cambridge, Leicester and online. At KingsGate, we are passionate about caring for people and as part of our mission to see lives transformed from neighbourhood to the nations by the power of God’s love, we invest into our city through our Community Action work.

About KingsGate Community Action

“Our vision is for Peterborough to be a place where everyone has access to affordable, nutritious food, essential furniture and high-quality information and advice to enable them to create a safe, comfortable home where people can thrive”.

We aim to:

- *Offer practical support and signposting for people struggling against poverty and locked in crisis.*
- *Serve our city.*
- *Empower our ‘Kingdom ambassadors’ to put their faith into action and serve at the heart of our communities.*

We do this by running projects and partnering with other churches and organisations in the city that tackle a range of issues affecting families including food insecurity, furniture poverty, homelessness and loneliness.

This is a significant time to join the Community Action team as the cost-of-living crisis has driven more families into poverty, increasing demand for our support whilst squeezing our loyal supporters.

Our team has recently grown to address these pressures and work towards financial sustainability, and to complement this, we are looking for an enthusiastic, energetic Community Action Operations Manager who will oversee the day-to-day running of Peterborough Foodbank, Care Zone and the KingsGate Food Pantry.

As the Community Action Operations Manager, you will work alongside a large team of paid staff and volunteers who are passionate and committed to tackling food insecurity, and furniture poverty. They show incredible compassion and empathy for the beneficiaries they serve and want to make a positive difference in their community. You will also interact with a wide range of stakeholders including host churches, referral partners and donors and will need to be able to communicate effectively with all these groups.

We are looking for someone who brings leadership skills, practical abilities, is solutions focussed and has emotional intelligence to ensure that the projects run efficiently, the resources we are blessed with are stewarded wisely, and the team thrives.

If you feel this, is you, then we would love to meet you.



OUR APPROACH

KingsGate Community Action uses a framework of **Crisis, Cause and Care** to underpin our approach to serving our communities. We want to reduce the need for reliance for emergency support so wrap a range of services around our emergency provision to provide meaning support that enable people to address their crisis. We want people to be able to make positive steps forward out of crisis and into hope.

Crisis – We support people in emergency situations through crisis food and furniture provision and other immediate help.

Cause – We tackle the root causes of poverty by supporting people in areas such as financial inclusion, and debt advice.

Care - We offer ongoing volunteer support and wrap-around care to build meaningful relationships and build community.

Our Values

- *Faith*
- *Dignity*
- *Compassion*
- *Hope*
- *Trustworthiness*

What we do

KingsGate Community Action runs a range of projects that provide practical support and signposting including the projects that the Community Action Operations Manager will have responsibility for:



Care Zone – our furniture bank that provides emergency furniture, household goods and baby equipment for people facing homelessness and poverty.

Care Zone takes public donations of furniture, household items and kitchen utensils and distributes them free of charge to families identified as needing this support by frontline professionals such as Housing support workers, schools, GP's and social workers.

Care Zone also offers volunteering opportunities for people who are looking to increase their employability by gaining new skills.



Food Pantry - The KingsGate Food Pantry offers dignity, choice and friendship to families struggling against chronic food insecurity poverty by offering nutritious, affordable food at reduced cost.

A volunteer team run the Food Pantry, and they are building a warm, welcoming Community Hub that not only provides healthy food but also provides signposting and support for the families to address other challenges they may be facing.

By helping people with their food costs, they are better able to manage their finances, as well as being given the opportunity to be able to afford to eat fresh vegetables and fruit, dairy items and try new things

Food Pantry stops families falling into crisis and releases families from food poverty.



Peterborough Foodbank - is run by a partnership of five churches and is part of the Trussell Trust network of foodbanks.

Peterborough Foodbank prepares three days' worth of nutritionally balanced emergency food donated by the local community which is given out to those referred by frontline care professionals, including doctors, schools and social workers.

The foodbank is open in different locations across the city across six days.



In addition to the projects that the Community Action Operations manager will be responsible for, Peterborough Foodbank is delighted to partner Citizens Advice Peterborough to offer high quality information and advice about a range of issues such as income maximisation, benefits issues, housing and debt issues to anyone coming to the foodbank. The aim of the partnership is to reduce reliance on emergency food provision and help families find solutions for their financial crises.



OUR IMPACT IN 2023

Care Zone

- *Provided furniture for 843 houses*
- *Supported 1729 people*
- *28 volunteers gave 7140 hours of service*

KingsGate Food Pantry

- *120 families were members of the food pantry*
- *6.22 tonnes of food was provided for families*
- *Provided 36,600 meals for families*
- *3,200 hours of service was given by the volunteer team*

Peterborough Foodbank

- *Provided 6468 food parcels*
- *Provided 103.4 tonnes of food for families*
- *Blessed other city food projects with 11.6 tonnes of excess food*
- *Provided 273.810 meals for families*
- *130 volunteers provided 9,750 hours of service*

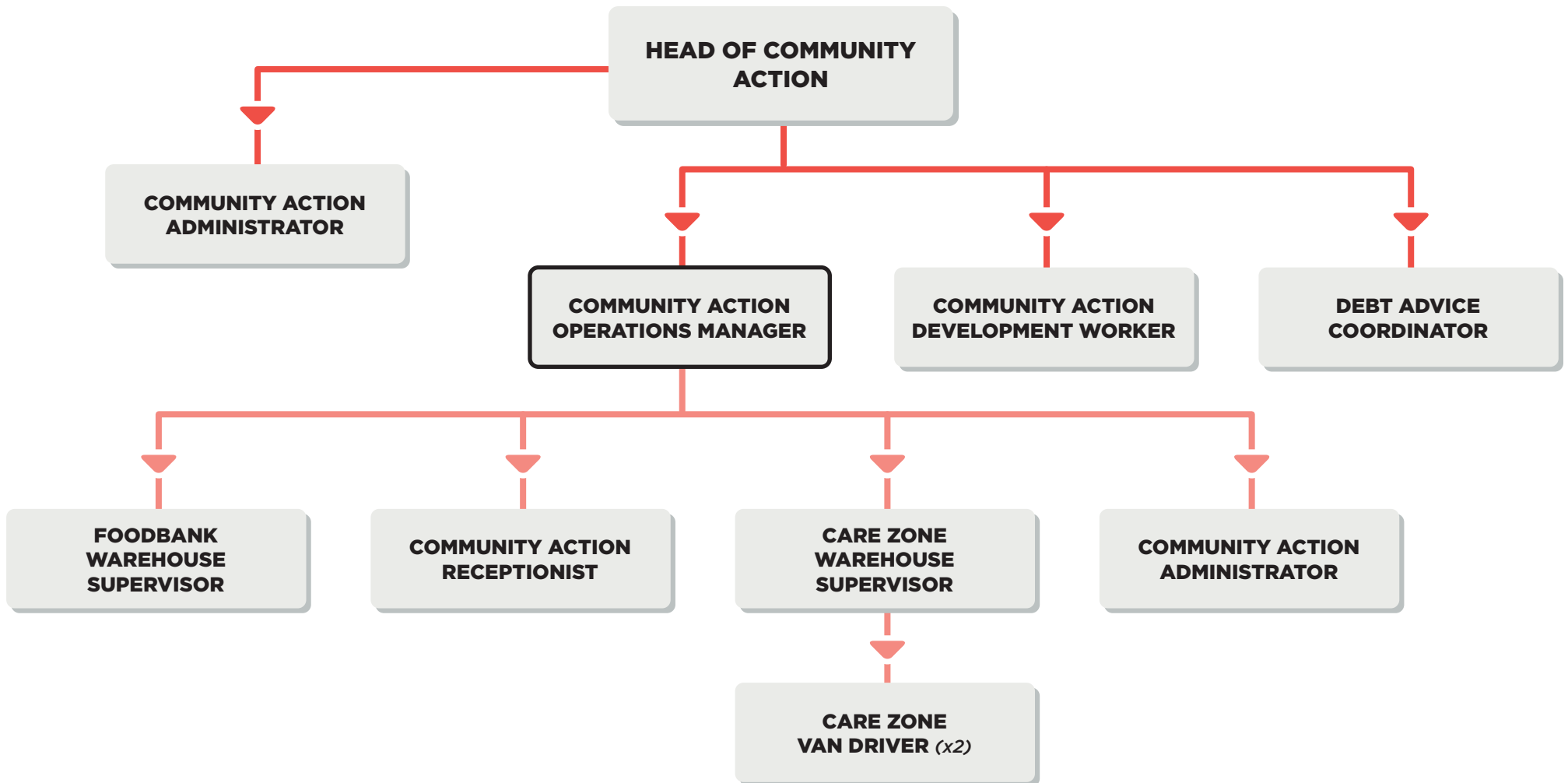
Citizens Advice Peterborough Partnership

- *867 families received signposting information*
- *507 families received follow up advice*
- *2833 issues were addressed with families*
- *£850,954 of financial gains were secured for families engaging with the project.*



COMMUNITY ACTION ORGANISATIONAL STRUCTURE

August 2024





WHAT WE ARE LOOKING FOR

KingsGate Community Action is looking to appoint a dynamic Community Action Operations Manager who can efficiently oversee the day-to-day operations of Care Zone, Peterborough Foodbank and KingsGate Food Pantry.

You will contribute to developing sustainability for the projects through ensuring that the projects run efficiently, and steward the resources given to us wisely. You will lead a culture that is underpinned by christian values, ensures that all beneficiaries are respected and valued.

You will continue to develop positive relationships with donors and provide leadership for the staff and volunteer teams so that they flourish in their service to the community.

You will work collaboratively with key stakeholders and be an excellent ambassador for the projects in our city.