

JOB DESCRIPTION

Job title: FOOD Club Coordinator

Service: Food On Our Doorstep (FOOD) Clubs

Salary: Grade 2 Point 16 – 19

Hours: 14.8 hours per week, with a possible future opportunity of increased hours

Location: London (Tower Hamlets)

Responsible to: Regional FOOD Club Coordinator

Key tasks and responsibilities:

1. Overseeing all aspects of the day-to-day running of the programme in the allocated borough, in consultation with the National FOOD Club Manager and Regional FOOD Club Coordinator, to ensure the clubs have high standards of service delivery and are delivered to the target number of families.
2. Carrying out regular compliance checks to ensure the quality and safety of the service, in order to protect service users and Family Action.
3. Ensuring food safety/hygiene standards are in line with environmental health standards.
4. Monitoring allergies forms and providing the staff team with accurate and up-to-date information to prevent any risk to service users.
5. Supervisory oversight of the clubs in partnership with the regional coordinator, including budget monitoring, stock control, recruitment of staff and volunteers, induction and training, supervision and appraisal.
6. Collecting data to report on KPIs, including uptake of the scheme, service user income, and the positive financial impact on families.
7. Monitoring regular attendance at FOOD Clubs to ensure targets are achieved and to prevent food wastage.
8. Liaising with suppliers to ensure a stable supply of food and other resources at each FOOD Club.
9. Supporting the implementation of service level agreements with partner organisations to support the smooth running of the clubs and maintain positive relationships.
10. Developing the service by looking for new opportunities for growth, including expansion to other local areas and advertising existing FOOD Clubs via local agencies.

11. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being people focused
- b) Reflecting a 'can do' approach
- c) Striving for excellence in everything we do
- d) Having mutual respect for everyone we work with, work for and support through our services

12. To ensure you have an understanding (appropriate to your role) of, and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.

13. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.

14. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

15. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

1. Educated to level three or with previous experience in at least one of the following environments: retail, social care, health and safety, environmental health, education and/or previous work with families.
2. Previous experience of motivating and developing a team to deliver on target.
3. Skilled in customer service management and with the ability to have challenging conversations with tact and diplomacy.
4. Clear understanding of food hygiene standards and procedures.
5. Knowledge of the basic principles of budget and financial procedures.
6. Previous experience of stock management, including supply chains, control, contracts.
7. Ability and willingness to travel at short notice across designated boroughs.
8. Willingness to support the delivery of FOOD clubs in other areas if required
9. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
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 - b. Reflecting a 'can do' approach
 - c. Striving for excellence in everything we do
 - d. Having mutual respect for everyone we work with, work for and support through our services