



ID 1113: Part Time FOOD Club Assistant, Family Action FOOD Clubs

Salary: £8,685.42 per annum

Location: Bristol

Hours: 14.6 hours per week (2 days) Wednesday and Friday

Contract: Fixed Term Contract until 31/03/25, with the possibility of an extension subject to funding.

Family Action & the Role's Impact:

Family Action is a registered charity, building stronger families since 1869. Today we work with more than 60,000 families in over 150 community based services, as well as supporting thousands more through national programmes and grants. We transform lives by providing practical, emotional and financial support to those who are experiencing poverty, disadvantage and social isolation.

The Family Action FOOD (Food On Our Doorstep) programme aims to:

- provide regular access to a sustainable supply of food to people at risk of food insecurity
- encourage families to access local support services and be signposted to other agencies
- increase disposable income for local families to improve life chances and wellbeing
- reduce the amount of food being sent to landfill in the UK by utilising surplus food

Main Responsibilities:

- Support all aspects of the day-to-day running of the programme, to ensure the clubs have high standards of service delivery.
- Assist with regular compliance checks to ensure the quality and safety of the service.
- Perform all duties in line with food safety and hygiene standards.
- Ensure volunteers are using up-to-date allergies forms.
- Assist with financial checks, stock control, recruitment, induction and training of volunteers.
- Record accurate data to report on KPIs, including uptake of the scheme, service user income, and the positive financial impact on families.
- Encourage regular attendance at FOOD Clubs to ensure income is maintained and to prevent food wastage.
- Provide regular feedback to the FOOD Club Coordinator on the quality of food and resources from suppliers.
- Carry out satisfaction surveys with service users and act on feedback to support the improvement of the service.
- Identify new opportunities for growth, including expansion to other local areas and advertising existing FOOD Clubs via local agencies.



Main Requirements (for more details, please see the job description & person specification):

- You will have previous experience in at least one of the following environments: retail, health & safety, environmental health, education and/or previous work with families.
- You will have an enthusiasm for delivering high quality customer service and have a clear understanding of food hygiene standards and procedures.
- Ability to build positive relationships, communicate effectively, and work collaboratively with diverse stakeholders, teams and our service users.
- Commitment to equal opportunities, diversity and equality.
- Ability to align with and support Family Action's mission and values.
- Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service.

Benefits:

- an annual paid leave entitlement that commences at 25 working days pro rata, rising each April by one day, subject to a maximum of 30 working days plus bank holidays.
- up to 6% matched-pension contributions.
- enhanced paid sick leave and paid family leave provisions;
- eye care and winter flu jabs vouchers,
- cycle to work scheme,
- investing in your professional development with ongoing quality training and career development opportunities.

We are forward looking, ambitious and committed to continuous improvement. We are a **people focused, can-do** organisation, which strives for **excellence** in all we do and operates with **mutual respect**

To Apply:

- **Complete:** the [Application Form](#) and send to: completed.application7@family-action.org.uk
- **Closing Date:** Monday 25th March 2024 at 5pm
- **To learn more about Family Action:** [Recruitment Pack](#)
- **To learn more about our terms & conditions:** [Summary Terms & Conditions of Employment](#)
- **To help us fulfil our commitment to diversity and promoting equal opportunities:** complete our anonymous [Equality & Diversity Monitoring Information survey](#)

For direct queries or if you would like to discuss any aspect of the selection process, please email **Pete Godden, Regional Manager, Food Clubs – UK South:** pete.godden@family-action.org.uk

Our commitment to Equality, Diversity & Inclusion:

We are happy to consider any reasonable adjustments that candidates may need during the recruitment process and you will be asked whether you require any adjustments if shortlisted for interview. We also make reasonable adjustments on the job, where required.

We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are



committed to increasing the representation of these groups at Family Action. We know that greater diversity will lead to even greater results for families and children and strive for our workforce to be truly representative of the diverse communities we support. We offer a guaranteed interview scheme for disabled applicants and will reimburse your travel cost if you attend an interview.