

# APPLICANT'S INFORMATION PACK



*'For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me.'*

## Richmond Foodbank Manager

Thank you for your interest in this vacancy. You will find details of the appointment process, our organisation and our Christian beliefs, followed by a job description, a person specification and the main terms of employment for the role. Please read this information carefully. An application form is also attached.

### **SELECTION PROCESS**

**Step 1:** Please e-mail your completed application form to Fiona at [info@vineyardcommunity.org](mailto:info@vineyardcommunity.org) **by 5.30pm on Monday 14<sup>th</sup> June 2021.**

Please do not send in a CV unless accompanied by a fully completed application form.

**Step 2:** Short-listed applicants will be invited for interview on Tuesday **22nd June 2021** at the Vineyard Community Centre, The Vineyard, Richmond TW10 6AQ.

**Step 3:** The appointment will be made subject to satisfactory references and DBS being received.

We look forward to receiving your completed application form.

Yours

A handwritten signature in black ink that reads "Mark Palframan".

**Mark Palframan**

**Chief Executive**

## 1. THE VINEYARD COMMUNITY CENTRE CHARITY

The Vineyard Community Centre's aim is to firstly express Christian love by serving the local community within Richmond and secondly to see long-lasting change through the transformation of individuals in body, mind and spirit by the power of God's love. Those who come to us for help are our guests, rather than clients or service users.

There are broadly five groups of people whom we help.

Those who are in crisis and need emergency food supplies whom we help through our network of foodbanks across the borough.

**Our Foodbank** is a franchise of the Trussell Trust which provides help and support in running this important service.

Our main foodbank is at the Vineyard Centre where the Foodbank Manager and part-time Administrator are based.

Four other smaller satellites provide this service elsewhere across the borough in Barnes, Hampton, Isleworth, and Whitton.



Then we help rough sleepers and those in crisis who need emergency short-term support and immediate help through specific services as well as social and spiritual encouragement in addressing the causes of their problems.



acceptance and refuge.

Our **Care Department** comprising on-site nursing and medical help at the Vineyard Centre as well as advocacy and case working (in conjunction with a partner charity called the Glass Door), gives longer term support and sign posts guests to more specialist support by other organisations. Regular multi-team case working meetings are now held jointly with other agencies.



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Glass Door also run the Winter Night Shelter Scheme from November to April through seven local churches which provide the venue for rough sleepers to have a roof over their head and a hot meal when they arrive.

Another group we help are those who feel lonely, isolated and socially excluded with perhaps learning or mental health problems who are vulnerable adults. They are very much at home in our afternoon **Community Café** which hosts other organisations and activities- RBMInd run an art therapy group, there is a Knitting Group, and the CAB hold a surgery.



For those moving out of crisis we have an initiative called **Roots** which provides skills training for those coming out of crisis.

Currently, this programme, due to Covid 19, is on hold but we hope to re-start in 2021.



We also run a small sewing group called **Works of Love** which provides sewing tuition with a sense of community and build personal confidence. We also run sewing courses which lead to an award of AQA vocational certificates.



We also run two **Charity Shops.**

Guests on their road to recovery often work as mentored volunteers in the Shop and the Café.

Both the Shop and the Café provide income revenue too for our work. Our website gives more information

<http://www.vineyardcommunity.org>.

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## **2. OUR STORY SO FAR**

We have had many comments from guests whom we support, volunteers who work with us and customers to our Cafe and Shops who say that there is something special and different about the Vineyard. One person commented that 'surely God is in this place'. We know that to be true. It is a precious thing which we don't take for granted.

Our strap line is **'help in crisis, hope for life.'**

Our morning drop-in sessions are visited by about 30 people every day. Many of these are 'vulnerably housed' rather than actually without accommodation .

Hard statistics give the outputs; more importantly are the outcomes for individuals through the changed lives. All who come are warmly welcomed and treated as guests. Time is given them so they that they know that we care, respect and love them as those who have been made in the image of God.



*'I don't know how to start. Thank you for the lovely food you sent us. I felt very emotional. I really don't have words to thank you enough'.  
(from someone helped through our Foodbank.)*

We have many such stories to share.

Ours is an organisation providing front line support to those with often multiple and complex needs. That in itself is a major challenge. But our organisation comprises a unique mix of services – Drop-in, Care and Community Nursing, Community Cafe, Foodbanks, Vocational Training through Roots and Works of Love and Charity Shops.

## **3. WHO'S WHO**

Besides a small team of very dedicated and passionate staff, our many volunteers are essential for supporting the needs of our guests. Most volunteers assist in the front-line provision of our services but others help in finance, marketing and comms.

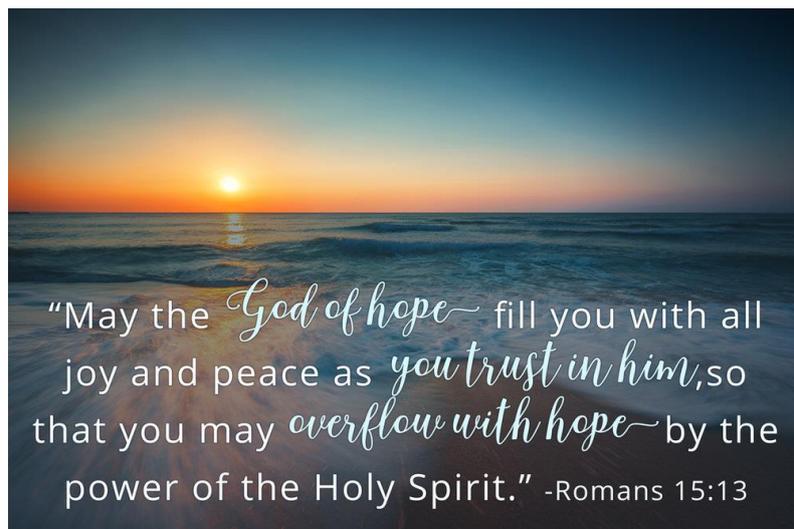
The role of the Foodbank Manager is described in the next few pages. The person will report to our Head of Care Services, Sue Hodder who is responsible for our Crisis and Care Departments.

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There is a Board of Trustees with overall responsibility for the governance of the charity chaired by Bob Kimmerling who, with Peter Flower, company secretary and trustee, founded the Vineyard charity and its ministry.

#### **4. WHAT WE BELIEVE**

We are a Christian organisation and our Christian identity is fundamental to our mission and ministry. We welcome all who come to us and delight that those of other faiths or no faith at all, join in working as staff and volunteers. We subscribe to the Faith Work's Charter.



It is an occupational requirement that the appointed person for the role of Foodbank Manager is a professing and practicing Christian so that she/he helps develop and maintain our ethos, mission and ministry.

#### **Inspirational posters at the Vineyard Centre**



The Nicene Creed is the most widely accepted creed in Christianity and is used in the Catholic, Orthodox, Anglican and other Protestant Churches. You will need to confirm your faith in Christ as expressed in this creed which is shown in the Appendix.

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## **5. JOB DESCRIPTION**

- Job Title:** Richmond Food Bank Manager
- Location:** The Vineyard Community Centre, The Vineyard, Richmond, Surrey, TW10 6AQ, The White House Community Centre in Hampton and other Foodbank locations in the Borough.
- Responsible to:** Head of Care Services
- Role Outline:** The Foodbank Manager is responsible for ensuring the strategic development and operational management of the foodbank, ensuring all activities are in line with the overall mission and vision of The Trussell Trust.
- Responsible for:** Logistics Co-ordinator, General Assistant, Foodbank Satellite Managers, Administration Support Assistant and the volunteer team.
- Working with:** Drop-in Caseworker, Communications Officer, Finance Officer, Fundraiser and Trussell Trust Area Manager
- Responsibilities:** To contribute to the development and sustainability of Richmond Foodbank and to work with The Trussell Trust Regional Manager and attend TT training and Area Cluster Meetings

### **Main tasks**

#### **Volunteer Management**

(Directly managing the volunteers at the Vineyard Community Centre but ensuring that the volunteers at the other locations are equally supervised.)

- Lead the Foodbank teams by personal example in compassionately serving the needs of those requiring emergency food supplies
- Ensure that the Foodbank is open with adequate staffing levels during Centre opening hours
- Ensure that all Volunteers are trained and able to carry out their tasks correctly.
- Ensure that basic daily tasks are allocated to each Volunteer.
- Recruit and select Volunteers

#### **Guest provision**

- Monitor and evaluate our guest's needs with the help of the Foodbank Managers and volunteer teams to support them to appropriate services beyond food.
- Identify the most urgent services required by guests and meet their needs using the guidelines supplied by the Trussell Trust.

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- Undertake visits to other Foodbank distribution sites for training and management meetings.
- Ensure that the data from the vouchers presented and e-vouchers is recorded properly and establish that referrers are on the online database.
- Induct referring agencies and issue vouchers from online database.
- Maintain on line data on donations received and food given out via vouchers and e vouchers and produce statistics as per Trussell Trust requirements.

### **Food donations and storage**

- Ensure that regular donation campaigns are negotiated and held with local supermarkets and donors as required to maintain stock.
- Ensure that all donations are weighed, sorted and stored in a logical way.
- Ensure an annual stock take is carried out or more frequently as required.
- Maintain appropriate storage units
- Ensure Health & Safety regulations are met in the Centre's storage stock room and in visits to other storage units.
- Distribute food supplies as per Trussell Trust Manual guidelines.

### **External support**

- Build relationships with agencies and donors (individual, church, business and supermarkets).
- Build partnerships with other Charities
- Liaise with other Richmond Foodbank staff concerning fundraising or food related issues.

### **Marketing & Communication**

- Market the Foodbank with Borough agencies and promote the donation of food stock.
- Promote the Foodbank to churches, schools, business and individuals and encourage financial support.
- Carry out speaking engagements as required.
- Assist the Communications Officer in the production of promotional material.
- Communicate relevant updates of the Foodbank to the Communications Officer.
- Work with the Communications Officer to promote the work of the Food Bank and to campaign for an end for the need for Food Banks

### **General**

- Ensure that the standards and processes of the Trussell Trust Operating Manual are adhered to.
- Attend Trussell Trust training meetings and conferences.
- Attend Centre team meetings with other colleagues.
- Ensure that all Volunteers observe Health & Safety, Fire and First Aid regulations.
- As appropriate inform the Head of Care Services and the Chief Executive of any day to day operating and maintenance issues.
- Actively promote the Foodbank as an Ambassador in all dealings with the public.

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- Participate in daily prayers and pray for the ministry of the Centre.
- In conjunction with the other staff and Trustees develop the Christian ministry of the Foodbank in accordance with the Richmond Foodbank values and ethos
- Carry out other tasks requested by the Head of Care Services for the effective running of the Foodbank locations.

## **6. PERSON SPECIFICATION**

<b>Area</b>	<b>Criteria</b>	<b>Essential / Des</b>
<b>Education</b>	Education up to GCSE / 'A' level	Essential
	Good level of spoken & written English	Essential
<b>Experience</b>	Working in social care in either a charity or statutory service	Desirable
	Managing staff and/or volunteers	Essential
	Working in emergency food provision	Desirable
<b>Qualifications</b>	Competent in Word, Outlook, Excel, use of databases and social media	Essential
<b>Personal</b>	It is an occupational requirement for the person to be a committed Christian (Equality Act 2010) and take an active and prayerful role in the ministry of the Centre.	Essential
	Genuine empathy with the Food Bank beneficiaries and a passion to serve those in need.	Essential
	Commitment towards reducing food poverty and working to ensure that no one need go hungry in Richmond	Essential
	Confident, self-motivated and able to work unsupervised	Essential
	Satisfactory Enhanced DBS	Essential
	Has the right to work in the UK.	Essential
	Discrete & confidential	Essential
	Clean driving licence	Desirable
	Respect for the individual and ability to handle sensitively all who visit the Food Banks	Essential
<b>Skills, knowledge and abilities</b>	Good understanding of the need and politics around Food Banks	Desirable
	Leadership	Essential
	Accuracy & attention to detail	Essential

Area	Criteria	Essential / Des
	Excellent verbal and written communication skills	Essential
	Able to use office equipment – phone, photocopier, printer etc	Essential
	Good organisational ability	Essential
	Public speaking	Desirable

## **7. MAIN TERMS OF EMPLOYMENT**

### **1. SALARY**

£15,852 (£29,724pa FTE)

### **2. HOURS OF WORK [20 per week]**

Monday and Thursday afternoons with other days/hours to be agreed

### **3. ANNUAL HOLIDAY**

5 weeks per year, excluding public holidays.

### **4. SICK PAY**

Statutory Sick Pay on joining and then 2 week's paid occupational sick leave after 6 month's service.

### **5. PENSION**

Our Workplace Pension Scheme is the People's Pension. You are required to join this scheme unless you decide to opt out; the employee contribution is 5% of salary and the employer contribution is 3%.

### **6. PROBATIONARY PERIOD**

3 months.

### **7. NOTICE PERIOD**

2 weeks during probationary period increasing to 4 weeks after confirmation in post.

## APPENDIX: NICENE CREED

I believe in one God,  
The Father, the almighty,  
Maker of heaven and earth,  
Of all that is,  
Seen and unseen.  
I believe in one Lord, Jesus Christ,  
The only Son of God,  
Eternally begotten of the Father,  
God from God, Light from Light,  
True God from true God,  
Begotten, not made,  
Of one being with the Father.  
Through him all things were made.  
For us men and for our salvation  
He came down from heaven;  
By the power of the Holy Spirit  
He became incarnate of the Virgin Mary,  
And was made man.  
For our sake he was crucified under Pontius Pilate;  
He suffered death and was buried.  
On the third day he rose again  
In accordance with the Scriptures;  
He ascended into heaven  
And is seated at the right hand of the Father.  
He will come again in glory  
To judge the living and the dead,  
And his kingdom will have no end.  
I believe in the Holy Spirit,  
The Lord, the giver of life,  
Who proceeds from the Father and the Son he is worshipped and glorified.  
He has spoken through the Prophets.  
I believe in one holy catholic and apostolic Church.  
We acknowledge one baptism for the forgiveness of sins.  
I look for the resurrection of the dead,  
And the life of the world to come.