



Job Title: Deputy Manager / Volunteer Coordinator

Reports to: Foodbank CEO & Warehouse Manager

Location: 36A Inchmuir Rd, Whitehill Industrial Estate, Bathgate, EH48 2EP, UK

Salary: £30,000 (Pro Rata)

Hours: Full-Time / could be flexible Part time One year initial

Closing date:- Sunday 23rd February 2025

Apply with Application Form & CV to Jobs@westlothian.foodbank.org.uk

About our organisation

West Lothian Foodbank is a local organisation which works with people across the county, supporting anyone who doesn't have enough money to afford the essentials. During 2024 we have supported 7,660 people with emergency food parcels to those who are hungry or at risk of hunger. We make time for a cup of tea, treating people with dignity and connecting them to the wider support they need to address the underlying causes of their crisis. We work alongside our partners, bringing services to where people need them in their community. We are part of Trussell network. Together we share a vision for a UK where no one needs a food parcel to survive.

Role Purpose:

The Operations Coordinator plays a critical role in supporting the daily operations of the foodbank, managing and coordinating volunteers, and ensuring the smooth delivery of services to clients. This role involves a combination of leadership, organisational, and people management skills to effectively manage both volunteer activities and foodbank operations.

Key Responsibilities

1. Volunteer Coordination

- Recruit, train, and supervise foodbank volunteers.
- Create and manage volunteer schedules, ensuring adequate with the warehouse manager and CEO coverage across shifts.
- Conduct regular meetings and training sessions to ensure volunteers are informed, motivated, and understand the foodbank's policies, including safety and equality.
- Act as the main point of contact for volunteers, addressing any questions, feedback, or issues promptly.
- Foster a welcoming, inclusive, and supportive environment for all volunteers.

2. Deputy Management Role

- Support the Foodbank CEO & Warehouse Manager in the overall management of the foodbank's day-to-day operations.
- Oversee the implementation of policies and procedures to maintain high standards of service.
- Manage foodbank operations in the CEO / Warehouse Manager absence, ensuring services run smoothly.
- Help maintain accurate records of food stocks, donations, and distributions.
- Ensure compliance with health and safety regulations, safeguarding policies, and equality and diversity standards.

3. Community and Stakeholder Engagement

- Build and maintain relationships with existing cooperate partners, local organizations, donors, and community groups to support foodbank initiatives.
- Represent the foodbank in community meetings and events as needed.
- Support the Foodbank CEO & Warehouse Manager in creating and implementing outreach activities to raise awareness and increase support for the foodbank.
- Provide tours of the foodbank facilities to ensure good understanding of our operations.

4. Reporting and Administration

- Maintain accurate volunteer records, including hours worked, feedback, and training sessions attended.
- Prepare monthly reports on volunteer engagement, service delivery, and resource needs for review by management and board members.

- Assist with budget tracking and inventory management in coordination with the Foodbank CEO & Warehouse Manager.

Person Specification

Essential Skills and Experience

- **Experience:** Previous experience in volunteer coordination, people management, or community service work.
- **Organisational Skills:** Ability to manage multiple tasks effectively, with excellent organizational and time-management abilities.
- **People Skills:** Strong interpersonal skills and the ability to work well with diverse groups of people, including volunteers, clients, and community members.
- **Leadership:** Proven leadership ability to motivate and manage a team of volunteers.
- **Communication:** Excellent written and verbal communication skills, with the ability to represent the organization professionally.
- **Commitment:** Passionate about supporting individuals facing food insecurity and promoting the values of equality and inclusion.

Desirable Skills and Qualifications

- Experience in a non-profit, foodbank, or community organisation setting.
- Knowledge of health and safety, safeguarding, and equality and diversity practices.
- Familiarity with database systems for volunteer management or inventory tracking.

Personal Qualities

- Empathy and compassion for individuals and families experiencing hardship.
- Strong sense of integrity and reliability.
- Flexibility and adaptability to respond to changing situations.
- Team-oriented approach with a willingness to assist in any task necessary to support the foodbank's mission.

Training

- Induction, hygiene, Health & safety training will be provided
- Child / Vulnerable adult protection will be provided as appropriate

This role offers an opportunity to make a meaningful impact in the community by helping to manage essential foodbank services and coordinating the efforts of volunteers. The successful candidate will bring energy, commitment, and a community-centered approach to their work.

West Lothian Foodbank (SCIO) is registered in Scotland as
a Scottish Charitable Incorporated Organisation (SCIO) No SC048112.