

Administrator Job Description

Job Title:	Administrator
Reports to	Administration Manager
Location:	Cardiff Foodbank Office/Warehouse Flexible working with occasional visits to Distribution Centres and attending external meetings and events within the UK; and occasional evening and weekend working
Contract terms:	Fixed-term contract until Friday 28th April 2028 Part time (25 hours per week, Monday to Friday including to cover 09.30-13.30)
Salary	£18,646 for 25 hours per week (£26,104 FTE)

Overview of Cardiff Foodbank

Cardiff Foodbank opened in 2009 and is part of the Trussell network – a nationwide network of food banks which together provide emergency food and support to people locked in poverty and campaign for change to end the need for food banks in the UK. Our vision is that no one in Cardiff goes hungry.

Job Purpose: Administrator

The Administrator supports the crucial role of reception and administration support across Cardiff Foodbank, which enables effective and efficient operation of the charity.

Key responsibilities

- To perform reception duties including greeting people and handling incoming calls, emails and post to support Cardiff Foodbank in the delivery of a professional service during the core office hours (09.30-13.30 Monday to Friday). Some of this contact includes directing people to agencies who can refer to us and offer wider support.
- To provide administrative and other support to the Cardiff Foodbank team as required (eg proof-reading, events planning and research assistance).
- To support staff with Trustee Board Meeting administration (eg arranging dates for meetings, booking meeting rooms, sharing links to documents)

- To receive and record incoming and outgoing post, ensuring it is dealt with by the appropriate person.
- To maintain digital (shared drive) and paper-based filing systems.
- To maintain stock levels of office and warehouse stationery and materials.
- To support with secure storage and processing of cash and cheque donations in line with the food bank's cash handling procedures.
- To provide support in thanking financial donors.
- To provide support with monitoring the financial donations that are received and with inputting data onto the database.

General

- Abide by organisational policies, codes of conduct and practices.
- Cultivate and uphold positive relationships with internal and external stakeholders, including staff and volunteers, demonstrating our core values of kindness, fairness, gratitude, and respect at all times.
- Support and promote diversity and equality of opportunity in the workplace.
- Attend regular team meetings, supervision sessions and performance reviews.
- Undertake learning and development activities as appropriate and as agreed with the position's line manager.
- Flexibility to carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position.

Version control	
JD last reviewed and updated	March 2026