

Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg

## Operations Coordinator Job Description

Job Title:	Operations Coordinator
Reports to	Operations Manager
Location:	Cardiff Foodbank Office/Warehouse  Flexible working to cover occasional visits to Distribution Centres, food drives and attending external meetings and events within the UK; and occasional evening and weekend working
Contract terms:	Full time: 35 hours, 8 am start, Monday to Friday.
Salary	£29,710

### 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: Operations Coordinator

The Operations Coordinator plays a vital role in supporting and coordinating the smooth running of all areas of Cardiff Foodbank’s operational activities to ensure good stock levels are maintained, warehouse space and equipment is maintained and food is distributed to our client facing distribution centres.

Reporting to the Operations Manager, the Operations Coordinator will work closely with them, as well as the Volunteer Coordinator, volunteer Team Leaders, volunteer drivers and a range of external organisations.

### Key Responsibilities:

#### Warehouse

- In liaison with the Volunteer Coordinator ensure that all warehouse volunteers and volunteer drivers are inducted, trained and understand Cardiff Foodbank procedures and processes.
- Supervise the teams to ensure the warehouse processes are adhered to and carry out regular volunteer team briefings to update them on any changes.

- Ensure that food donations are collected, weighed, sorted and stored appropriately and records of donations are recorded accurately ready to be entered onto the Trussell Data Collection System (DCS).
- Monitor stock levels to identify and predict low or surplus stock levels, purchase additional stock when necessary and produce stock level reports for the Operations Manager.
- Oversee health and safety and other relevant regulatory compliance in the warehouse and vans and report all concerns and incidents to the Operations Manager.
- Monitor warehouse space and equipment and make arrangements for any servicing or repairs needed.
- Welcome and thank donors and delivery drivers who come to the warehouse.
- Work with the Operations Manager to distribute surplus items to local organisations and other food banks.

### **Distribution support**

- Plan the daily rotas for warehouse volunteers and volunteer drivers, ensuring key tasks are allocated and covered, including the collections and delivery schedule.
- When required, safely operate the food bank vehicles to collect and deliver food items.
- Maintain records of access details for our regular and new delivery and collection locations.
- Oversee the food ordering process and deliveries system to our distribution centres ensuring the timely delivery of stock to each centre. Liaise with distribution centre volunteer team leaders regarding any stock related issues.
- Work collaboratively with volunteer drivers to load/unload food items for transportation.
- Oversee regular checks of the food bank's vehicles, update records and report any concerns to the Operations Manager.
- Ensure food bank vehicles are cleaned and have sufficient fuel and charge.
- Coordinate with the Operations Manager to schedule and organise vehicle servicing and repairs.

### **Team collaboration**

- Work collaboratively on the planning and execution of ad hoc and annual supermarket food drives, including organising rotas for collections.
- Work with the Operations Manager and volunteers to carry out stock takes as needed.
- Supervise corporate groups during their volunteering days (seasonal - usually November to January)
- Support distribution centre sessions if needed, if they are short of volunteers.

### **Sourcing and Resourcing**

- Gain knowledge of the Distribution Centre venues, volunteer working environment, and processes to help support the aims and objectives of each centre. Work closely with the

Volunteer Coordinator and Operations Manager to ensure processes and procedures are followed.

- Monitor the Distribution Centre resources, working with the staff team and volunteer Team Leaders to ensure smooth operations.
- Maintain our database of donation points across the city and help build relationships with the key contacts and potential new donation point locations.
- Act as a key contact for supermarket ambassadors and collaborate with the Operations Manager to develop our supermarket relationships.

## 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