

Person Specification - Operations Coordinator

Essential Criteria

Skills & Abilities

- Ability to work independently and as part of a team, showing initiative and problem-solving skills.
- Excellent interpersonal skills with the ability to build positive relationships with volunteers, staff, and external partners.
- Strong experience using IT systems, including Microsoft Office, Google Suite, online meeting resources and databases.
- Effective communication skills – written and verbal, with the ability to engage with a range of stakeholders.
- Strong organisational skills – able to plan, prioritise, and manage multiple tasks effectively.
- Physically able to lift, carry and operate warehouse equipment.

Other Requirements

- Age 30 and above (due to our insurance) with a valid UK driving licence and a clean driving record.
- Ability to work flexibly, including occasional evenings or weekends when required.
- Commitment to Cardiff Foodbank's values, mission, and vision of ensuring no one in Cardiff goes hungry.

Desirable Criteria

- Confident and able to drive up to a 3,500kg box van with tail lift.
- Experience producing and managing rotas.
- Experience managing volunteers.
- Knowledge of the Trussell network and food bank operations.
- Welsh speaker or learner.