

## East Lothian Foodbank Service Co-ordinator

### Job Details

**Reporting to:** Operations Manager

**Contract type:** part-time, permanent

**Hours:** 30 hours per week

**Work pattern:** Monday to Friday

**Salary:** £26,226 (Pro-rata)

**Location:** The East Lothian Foodbank, 3 Civic Square, Tranent EH33 1LH

### The Application Process

**Application deadline:** 29<sup>th</sup> of May 2026\*

**Interview date:** It is anticipated that interviews will be held week commencing 8<sup>th</sup> of June\*

**Interview location:** In person, Tranent.

\*We regularly review applications and reserve the right to close an advert early if we identify suitable candidates. To avoid disappointment, please submit your application as soon as possible.

Please submit your CV of no more than 2 sides of A4 to [joinourteam@eastlothian.foodbank.org.uk](mailto:joinourteam@eastlothian.foodbank.org.uk) along with a cover letter telling us why you are interested in this role and why you are a suitable candidate.

As part of our recruitment process there will also be a short practical assessment that forms part of the interview.

In line with our Recruitment and Selection Policy this role will be subject to a Disclosure Scotland check.

### About East Lothian Foodbank

East Lothian Foodbank provides food and emergency daily essentials to local people who are experiencing hardship in East Lothian. Alongside the provision of emergency food parcels and essentials, we offer a money advice service and practical support to individuals and families who use our service. In addition to this, we work with partners and local community to influence policy towards ending poverty in East Lothian.

As an independent Scottish charity, we are fortunate to also be part of a nationwide network of foodbanks, supported by Trussell, working together to ensure no one in the UK needs a food bank to survive.

## About the Role

This is a fantastic opportunity for a motivated and positive individual to help people using our foodbank to access our emergency food provision. The Service Co-ordinator is at the frontline of our crisis service. As the first point of contact for our service users and referral partners you must be a confident communicator who can work well managing multiple tasks in an extremely busy environment.

Duties will include processing requests for emergency food support received via phone, email and online. You will be taking care of day-to-day contacts and building relationships with partners, service users with regards to our crisis service.

### Key responsibilities:

The Service Co-ordinator will:

- Manage referrals for all food bank parcels from agencies and partners via telephone and email
- Act as the main point of contact for service users. Gather any special requests, or information relating to specific needs so volunteers can tailor parcels accordingly
- Signpost service users to other support services, as appropriate
- Plan and co-ordinate daily deliveries including organising drivers, notifying service users and scheduling routes
- Collate all referral paperwork so data can be logged efficiently and in compliance with Trussell guidelines
- Liaise with referral agencies to help resolve any issues as they arise
- Onboard new referral partners
- Maintain and create records on our data collection system relating to referrals
- Collate articles and issue a regular newsletter for our referral partners
- Ensure referral partner contact information and user data is reviewed and updated regularly (usually on a quarterly basis)
- Bringing to the attention of your line manager any safeguarding concerns regarding the day-to-day referrals
- Undertake any other duties that may be reasonably expected to fulfil the role

## About you

To succeed in this role, you must have the following skills and experience:

- Experience of engaging with and supporting partnership work with other organisations
- Ability to work as part of a team and on own initiative

- Excellent communication skills
- Experience in handling difficult conversations
- A willingness to work flexible hours
- Understanding of confidentiality practices and GDPR guidelines
- Ability to work to tight timescales under pressure
- Ability to multitask
- Demonstrable professionalism
- A positive and proactive team-player actively contributing to a strong and committed staff and volunteer team
- Demonstrable empathy, non-judgemental, and committed to always preserving the dignity of clients and in every interaction
- As an emergency food service, you may be dealing with people who are often in distress so the ability to deal with people sensitively and with compassion is required

### **Key Competencies**

- Highly organised and self-motivated
- Adaptable and proactive
- Good IT skills – including google suite and office packages/excel
- Committed to the values and mission of East Lothian Foodbank

### **Benefits**

- Accredited real Living Wage Employer offering competitive salary
- Annual leave: 32 days including 9 bank holidays (pro rata)
- Pension: ELFB is a member of the NEST Pension Scheme. The successful candidate would be enrolled within the pension scheme 3 months from the joining date. Further information about Employer Pension obligations can be found at <https://www.nestpensions.org.uk/schemeweb/nest/aboutnest/pensions-are-changing/auto-enrolment.html>
- Employee assistance programme - the successful candidate will be enrolled into our assistance programme provided by Hospital Saturday Fund on completion of probation. This gives access to a range of employee welfare, mental health and financial support. Including money towards specific private health treatments and access to a range of discounts through Perk Box.
- Business travel: 45p per mile paid for business travel
- Financial contribution to activities that support your health and wellbeing