### Job Description

**Job Title: Community Food Hub Officer**

**Reports to: Director of Community Development**

**Project: Community Food Hub (Fridge & Pantry)**

**Responsible For: Volunteers**

**Location: Customs House Swansea (with travel)**

**Hours: 35 hrs per week (to be worked flexibly around needs of the project)**

**Salary: £18,917**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Job Purpose:**

The Community Food Hub encompasses the Community Fridge and Pantry. It is an open community resource, which receives donations of surplus food from commercial and community donors and diverts it from landfill sites, redistributing it to the local community. The Community Fridge concept has been tried and tested across the UK and has proven to be an effective method for reducing food waste, while also benefitting local communities.

The Community Food Hub Officer is responsible for day-to-day delivery of the Community Fridge and Pantry services. The postholder will work with the Director of Community Development and Community Development Team in the development of Goleudy’s Food and Wellbeing Hub, of which the Community Food Hub will be an integral part.

**Key Areas of Responsibility**

**Organisation and delivery**

* Responsible for the day-to-day running of both the Community Fridge and Pantry, ensuring that they continue to operate successfully and safely.
* Ensure that the food stock inventory is comprehensive and updated.
* Ensure food and stocks are organised, stored and distributed effectively and in compliance with food standards.
* Co-ordination of volunteer rota and supervision of volunteers for the Community Food Hub, including the collection of food donations from partners/suppliers, utilising the Community Fridge van as necessary.
* To participate in the recruitment and development of volunteers.
* Ensure a continuous high level of customer service for all customers.

**Project Development**

* To contribute to creating and designing new initiatives, in line with areas of development identified in the Community Development Strategy.

**Publicity and Marketing**

* To engage with our communities and promote the project by creating content for our social media platforms.
* To promote environmental and wellbeing initiatives that Goleudy support via social media platforms.
* To promote use of the Community Food Hub to communities, staff, our projects and service users.
* To proactively publicise and advertise the stock available.

**Networking and Partnership Working**

* Maintain and develop existing commercial donor partnerships and identify new opportunities with both existing and prospective partners.
* Participate in appropriate networks, including Hubbub, as well as making links with organisations involved in food poverty/insecurity, health eating, etc.

**Data Management**

* To record and manage data on project performance and contribute to reports for a variety of stakeholders, including senior managers, the Board of Trustees and external bodies, ensuring compliance with GDPR.

**Health and Safety and Compliance**

* To ensure that all services operate within Health and Safety guidelines, including ensuring the spaces occupied by the Food Hub comply with Health and Safety Regulations and Standards, including ensuring compliance with HACCP Food Hygiene Regulations.
* To ensure our volunteers are working safely.
* Maintain compliance within organisational policy frameworks, IT management systems, contractual and regulatory obligations and legislative requirements (Health & Safety, Environmental Health, GDPR.)
* **The postholder must hold a full driving licence. The role requires the driving of a small company van.**
* **The role will also entail some manual handling, due to the requirement to collect food and donations from partners, organising its storage and subsequent distribution.**

### **Essential Behaviours, Skills & Knowledge**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | * A willingness to undertake training and personal development
 | * Level 2 Food Safety & Hygiene

Training can be provided if applicant does not have experience in this area. |
| Knowledge | * Awareness of Health & Safety.
* A commitment to broaden knowledge & understanding of food insecurity and food waste agendas
 | * Experience in one of the following sectors;

RetailHospitality/Food production /delivery* Charity /Third Sector
* A good working knowledge of food safety management systems. Training can be provided if applicant does not have experience in this area
* Understanding of key issues relating to food poverty and the environmental impact of food waste.
* Understanding of legislation relating to employment, health and safety and GDPR.
 |
| Skills | * Excellent communication skills (both written and verbal) & ability to create content for social media communication, marketing and promotion
* The ability to organise different areas of work and multi-task effectively
* High level of literacy, numeracy, IT and administration skills
* Competent in using IT systems, including Word, Excel
* Excellent report writing ability.
* Ability to record and analyse data including trend analysis.
* The ability to supervise volunteers and manage a rota to ensure operational priorities are met.
 |  |
| Personal attributes | * Professional approach
* Passionate about customer service
* Resilient
* Energetic, positive & ‘Can Do’ approach
* Rational, logical thinking
* Decisive
* Innovative and creative
* Flexible
* Ability to delegate
 |  |
| Additional requirements | * Must hold a full driving licence. The role requires the driving of a small company van.
* The role will also require some manual handling, due to the requirement to collect food and donations from partners, organising its storage and subsequent distribution.
 |  |