Strategic Foodbank & Community Hub Manager

Job Title: Strategic Foodbank & Community Hub Manager

Reports to: Chair of Board of Trustees

Location: Based at Minerva Mill, Alcester with travel across Alcester and Studley and the local area as required

Hours: 18.5 hours Part-time

Salary: £32,000 - £35,000 (pro rata 18.5 hours)

Holiday: 28 days (pro rata 18.5 hours/14 days) including bank holidays

Permanent subject to further funding after initial 3-year period

Our Vision

We believe no one in our community should face hunger alone.

Our Foodbank provides emergency food and practical support to people experiencing hardship, while working with partners to address the underlying causes of poverty. We are transforming from a traditional foodbank into a welcoming community hub where people can access food, advice, connection and opportunities that help them move towards greater stability and independence.

Job Purpose

This is an exciting opportunity to lead the next stage of our Foodbank's development.

The Strategic Foodbank & Community Hub Manager will provide inspirational leadership, ensuring the efficient day-to-day operation of the Foodbank while delivering our ambitious three-year strategy.

The postholder will work closely with volunteers, trustees, local organisations, statutory agencies and people with lived experience to build a compassionate, community-focused service that offers more than food. They will identify opportunities to develop partnerships, improve services, secure funding and increase the Foodbank's impact across the local area.

The Manager will balance strategic leadership with practical operational management, ensuring the organisation remains sustainable, innovative and responsive to community need.

Key Responsibilities

Strategic Leadership

- Deliver the Foodbank's three-year strategic plan
- Lead organisational development and continuous improvement
- Lead with compassion building trusting relationships with volunteers and partners
- Act with integrity and foster an inclusive culture where everyone is welcomed and respected
- Identify emerging needs within the community
- Develop new services that reduce food insecurity
- Promote innovation and best practice
- Provide regular strategic reports to the Board
- Work with trustees to develop future priorities

Community Hub and Operational Management

- Lead the development of the Foodbank as a community hub
- Build strong partnerships with advice agencies, health services, local authorities and community organisations
- Create opportunities for advice, wellbeing activities and community engagement
- Ensure people with lived experience help shape future services
- Oversee all Foodbank operations
- Ensure safe receipt, storage and distribution of food
- Maintain effective stock management systems
- Ensure compliance with food safety regulations
- Improve operational efficiency
- Manage premises and equipment
- Ensure excellent customer experience

Volunteer Leadership

- Recruit, support and develop volunteers
- Build a positive, inclusive volunteer culture
- Ensure volunteers feel valued and supported
- Develop volunteer leaders and coordinators
- Organise training and development opportunities
- Promote volunteer wellbeing

Income Generation and Sustainability

- Identify grant opportunities
- Support fundraising activity
- Build relationships with donors and corporate supporters
- Develop local business partnerships
- Produce information for funding applications

- Demonstrate impact through data and outcomes
- Help secure the long-term sustainability of the organisation

Governance and Compliance

Working with the Board, ensure compliance with:

- Charity Commission requirements
- Food hygiene legislation
- Health and Safety legislation
- Safeguarding
- GDPR
- Equality legislation
- Employment legislation
- Financial procedures
- Organisational policies

Support trustees by preparing Board papers and performance reports.

Financial Management

- Manage operational budgets
- Monitor expenditure
- Ensure value for money
- Support financial planning
- Monitor project budgets
- Assist with annual budgeting

Monitoring, Evaluation and Impact

Develop systems that measure:

- Number of households supported
- Volunteer engagement
- Community partnerships
- Client satisfaction
- Service outcomes
- Referral effectiveness
- Community impact
- Progress against strategic objectives

Produce reports that demonstrate impact to trustees, funders and supporters.

Arden Foodbank
Together with Trussell

Person Specification

Experience

- Leadership or management experience
- Experience working within the voluntary, community or public sector
- Experience managing volunteers or staff
- Experience developing partnerships
- Experience managing projects
- Experience preparing reports for senior stakeholders
- Experience of delivering change
- Full UK driving license.

Knowledge

- Understanding of poverty and food insecurity
- Understanding of safeguarding
- Knowledge of community development
- Knowledge of charity governance
- Financial awareness
- Health and Safety
- GDPR

Skills

- Strategic thinker with excellent leadership skills
- Strong relationship building
- Excellent written and verbal communication
- Financial and Project management skills
- Excellent organization skills and good at solving problems
- Digital literacy.

Desirable

- Charity management experience
- Grant writing experience
- Community development experience
- Foodbank experience
- Safeguarding qualification
- Food hygiene qualification

Our Values

We believe that every person deserves to be treated with kindness, listened to without judgement, and supported to achieve greater stability and wellbeing.