


Lichfield foodbank Volunteer Role Outline

	<p style="text-align: right;">Lichfield foodbank c/o Saxon Hill Academy Kings Street Lichfield WS14 9DE</p> <p>Tel: +44 (0)7833 741958 Email: info@lichfield.foodbank.org.uk Website: www.lichfield.foodbank.org.uk</p>
<p>Role Title:</p>	<p>Chair of Operations Team (Volunteer Role)</p>
<p>Role Purpose:</p>	<p>Lead the Operations Team to collaborate and ensure the services offered to clients is in adherence to the Lichfield Foodbank aims and objectives by supporting those in food poverty in a non-judgemental way.</p> <p>Providing oversight of the full foodbank operation to ensure the Board of Trustees are aware of any risks/issues; ensure governance processes are followed for food spend and present key operational changes to the trustees for approval.</p>
<p>Reporting to:</p>	<p>Chair of Foodbank Trustees Works in close partnership with members of the Operations Team including Deputy Chair, Treasurer, Volunteer Coordinator, Warehouse Manager, Agency Coordinator, Governance & Risk Lead, Social Media Manager, Admin support</p>
<p>Key Duties:</p>	<ul style="list-style-type: none"> • Develop a plan and vision to deliver the Trussell Trust’s strategy of ending hunger and poverty in Lichfield with the Board of Trustees • Provide leadership and support the setting of strategic direction with the Operations team • Chair meetings with the Operations team on a monthly basis • Attend meetings of the Trustees, reporting on key aspects of strategy, publicity, community engagement, operational updates for supply/demand and volunteer/client feedback • Attend Trussell Trust cluster meetings and roadshows/conferences if relevant • Liaise with the Trussell Trust managers and officers if appropriate • Maintain relationships with Citizens Advice South East Staffordshire in continued support of services to the foodbank clients • Manage a team of volunteers, ensuring training is provided and that they feel supported and equipped to deliver the food bank service • Ensure the food bank is well-represented through all relevant communication channels including local media, local conferences, meetings and events, newsletters, social media and the food bank website • Actively contribute to a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team • Monitor feedback and project outcomes to ensure best practice in line with foodbank policies, operating procedures, and Quality Assurance report requirements
<p>Skills and Experience Required:</p>	<ul style="list-style-type: none"> • Excellent communication and interpersonal skills • Eager to develop understanding of the whole foodbank operation

	<ul style="list-style-type: none"> • Team worker with a flexible approach to the role in its future development • Can work through challenges in positive and effective ways • Experience of leading teams of five or more • Belief in the ethos of foodbanks, helping others in a non-judgemental way
Skills and Experience Desirable:	<ul style="list-style-type: none"> • Experience in working with volunteers and/or charitable organisations • Competent and efficient use of IT, particularly the main Microsoft Office programs
Time Commitments:	<ul style="list-style-type: none"> • 4-5 hours per week
Training and Support:	<ul style="list-style-type: none"> • Induction process to be followed with visits to the three distribution centres and the warehouse • Specific training will be provided by other members of the Operations Team and the Trustees