

Ruchazie Community Food Pantry

Operational Manager Recruitment Pack

August 2019



Ruchazie Community Food Pantry

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Your application

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you with completing and tailoring your application. To apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The declaration form – completion of the equalities section is not mandatory, but this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate on the application email if you cannot attend the interview date.

Please note that applications can only be considered if all the documentation is complete. Please send your application, preferably in MS Word format by email to: AMcWilliam@churchofscotland.org.uk

Applications must be received by 12noon on Friday 14th August 2020.

Please ensure we receive your application in good time, and we aim to send confirmation of receipt within 24 hours.

Welcome Letter

Dear Applicant,

It's an exciting time to join the Ruchazie Pantry. Following on from the COVID19 pandemic where emergency food delivery was such a critical element of community support, the opening of the Pantry could not have come at a better time.

Having delivered over 6600 packed lunches, 1650 food parcels, 1700 hot meals during the lockdown we are now moving to a more sustainable pattern of food provision. What can be seen from these figures is the huge demand that there is within the community for quality food.

What we, as a partnership of local organisations, want to move towards is a dignified, affordable and sustainable food provision within our local community. This is what we hope the new Ruchazie Pantry will be.

We are excited to be the first Food Pantry of our type in Scotland. With the partnership with FareShare and other local food providers, we are hoping to provide low cost, high quality food which is accessible to all. The membership scheme will create financial stability and the volunteering element significant training and employability opportunities.

It really is a great opportunity to come in and help shape this new venture and we look forward to receiving your application.

Yours sincerely

Alan McWilliam

Welcome to Ruchazie Community Food Pantry

Ruchazie Pantry Group (RPG) are looking to establish a food pantry which seeks to take the first steps towards a longer programme of community regeneration by tackling food poverty and inequality faced by the residents of Ruchazie and wider community.

The RPG is a community partnership between Ruchazie Church of Scotland (the employer), Ruchazie Housing Association, Glasgow Housing Association, FareShare Scotland, Glasgow City Council with the support of our local City Councillors and other local community representatives.

The Ruchazie Community Food Pantry will provide fresh, nutritional, good quality food at a significantly subsidised rate. The model is relatively new to Scotland but has been pioneered successfully in other parts of the UK and across the USA to great success. It will receive and distribute surplus, fit for purpose food, provided through effective partnerships with, e.g. FareShare Glasgow and will include fresh fruit, vegetables, meat and dairy to offer a quality shopping experience.

As opposed to the foodbank model of free crisis provision, our pantry will offer dignity and choice in exchange for a small subscription and/or membership fee, providing support to people on a low income, or recovering from crisis. We will help people with their food costs, until they are better able to manage other debts and outgoings.

The Pantry Ethos

- A hand-up, not a hand-out; it is not a foodbank or crisis provision – the aim is to prevent people from reaching this point.
- Provide access to holistic, wrap-around support linked to areas such as money advice, housing, health, employment and skills.
- Promote access to nutritious meals and increase fruit and vegetable consumption by utilising access to FareShare Glasgow and other food surpluses.
- Local and community led – members and volunteers keep the shelves stocked and the pantries/hub open and as such must be at the heart of the development, empowering themselves and their local communities by co-owning and controlling their own pantries.

Ruchazie Community Food Pantry – Job Profile

Job Details

Job Title	Operational Manager	Location	Ruchazie Community Food Pantry
Hours	35hrs per week	Report to	Alan McWilliam
Salary	£32,000	Start date	Negotiable

Job Summary

You will be working with a ground breaking and innovative community food pantry and will be expected to deliver excellent performance results in all areas of the business. You will be a dynamic and engaging manager with excellent communication, management, leadership and coaching skills and will have a commitment to delivering a high-quality service in line with our mission and values. You will play a central role in the development of this new and exciting project working closely with the Ruchazie community and bordering communities as well as wider networks and key partners to ensure they influence and shape the pantry.

Values and Behaviours

Ruchazie Community Food Pantry values and behaviours are:

- Reducing food waste and poverty
- Communicating effectively
- Using professional judgement
- Taking personal pride
- A commitment to equal opportunities and safeguarding.
- An understanding of, and enthusiasm for RPG mission and strategy.
- A commitment to continuous professional development.
- Able to empathise with service users, volunteers and an understanding of their needs.
- Ability to coach and mentor other staff members and volunteers
- Flexible and non-judgemental approach to people and work with ability to use professional judgement.
- Willingness and ability to travel throughout Glasgow
- Ability to Delight and enriching the lives of our community and customers

Person Specification

Experience

- Our Operational Manager must demonstrate the behaviours and competencies identified
- Developing and delivering successful volunteer recruitment, training and engagement programmes.
- Building relationships with external organisations and associations to create and promote volunteering programmes.
- Managing projects and associated budgets.
- Monitoring and evaluation of volunteer programmes.
- Reporting on volunteer programme metrics
- Experience of working with volunteers / adults with additional support needs and ability to lead and mentor them to unleash their potential

- Experience of delivering effective marketing and communications campaigns
- Experience of using management systems
- Previous experience of working in a food/shop related environment
- Experience of providing support for vulnerable or disadvantaged people
- Experience of empowering staff, either as individuals or groups
- Experience of line-managing others in a work-based setting
- Experience of working in a commercial, social enterprise and/or sales environment
- Ability to manage a staff team and workload, delivering and delegating where appropriate
- Experience of recording, monitoring, evaluation and reporting
- Ability to develop creative solutions to complex problems
- Experience of the issues and challenges faced by vulnerable people and communities
- To have or be willing to work towards qualifications that are a requirement of the service and/or are deemed necessary to improve the service/s managed or your own professional development
- Knowledge/experience of audit requirements/processes, review, evaluation and change Procedures in relation to a food storage and distribution services

Skills and abilities

- Knowledge of the needs and experiences of volunteers and service users from a diverse range of backgrounds.
- Knowledge of volunteer management good practice
- Able to establish and maintain appropriate systems for the management and accurate recording of volunteer programmes.
- Strong communication and interpersonal skills, with the ability to deal with people at all levels
- Proven ability to build successful, productive business relationships, both internal and external
- Enthusiastic and self-motivated with excellent team-working skills.
- Ability to use own initiative, working independently.
- Strong presentation skills to promote the Ruchazie Pantry as a destination for volunteering.
- Good time management with ability to manage workloads, set priorities and meet deadlines.
- IT literacy, in particular of using Microsoft applications (Outlook, Word, Excel and PowerPoint).

Qualifications

- Educated to degree level or equivalent qualification and/or experience
- REHIS Food Hygiene qualification
- Driving Licence

Job Outputs

Role output	Includes the requirement to:
<p>Management authorities, responsibilities and limitations</p>	<ul style="list-style-type: none"> • Assume responsibility for the management of the Ruchazie Pantry • To work in a pro-active and re-active manner at all times • Ensure that compulsory service requirements are being met, e.g. in relation to registration with professional bodies • Ensure that the Pantry’s health and safety obligations are met in conjunction with the RPG • To make service changes in conjunction with the RPG to ensure service outcomes are being met • Recruitment of staff, volunteers and service users • To ensure that support and supervision, appraisals and training takes place accordance with the Ruchazie Pantry policy • To receive and participate in support and supervision, appraisals and training in accordance with RPG policy • To maintain and manage personal workloads, in conjunction with the RPG, as well as those of the staff they are line managing • To be a point of contact/key holder for security/alarm services for the Ruchazie Pantry.

<p>Ensure excellent communication with all stakeholders</p>	<ul style="list-style-type: none"> • Ability to network effectively and work co-operatively with other statutory and voluntary agencies • Ability to develop, engage and work in a local community setting • Excellent one to one and group communication skills • Ability to build good working relationships with colleagues, volunteers and service users • Ability to build good relationships with existing and potential food partners, suppliers and FareShare Glasgow • Joint working with statutory and or voluntary sector partners • Ability to effectively communicate the Pantry's ethos and values to a range of stakeholders • Ability to communicate effectively with a range of funders, e.g. public, private and trusts funders • Represent the Ruchazie Pantry at meetings with other service providers, funders and other key contacts to share information, promote good practice and develop services and networks • Keep up to date with service developments in the food, logistics, employability, volunteer management, mentoring, youth work, housing, and other relevant fields. • To be creative about solutions, be user-led, and can challenge when appropriate. • Ability to communicate compassionately and effectively with a range of vulnerable people and/or groups • Positively influence and lead a culture of personal development
<p>Clear and consistent leadership of staff</p>	<ul style="list-style-type: none"> • Assume responsibility for management of Pantry staff • Ensure team members and volunteers receive appropriate support & supervision and that annual appraisals are undertaken. • Develop excellent working relationships with peers. • Together with staff members and volunteers, identify and address individual and team training needs. • Positively influence and lead a culture of personal development within the Ruchazie Pantry. • Assist the RPG with issues relating to human resources management.
<p>Manage all aspects of volunteering to the highest of standards</p>	<p>Recruitment:</p> <ul style="list-style-type: none"> • Develop and implement a volunteer recruitment strategy that will deliver an extensive pool of diverse and engaged volunteers to ensure the operational needs of the Ruchazie Pantry are met in a timely manner. • Recruit, build and maintain relationships with a wide range of volunteer sources, ensuring regular engagement leading to long term partnerships. • Regular liaison with the FareShare Glasgow team to capitalise on local initiatives. • Enhance the experience of volunteering at the Pantry by delivering robust policies, together with effective engagement and communication programmes, so that volunteers enjoy what they do and can feel proud of their contribution and become ambassadors. • Promote and publicise case studies and examples of volunteer success stories. • Work alongside the RPG to evaluate volunteer experience and establish annual benchmarks for the pantry, including volunteer satisfaction, conversion, retention, training, etc. This will be used for development of recruitment and engagement strategies. <p>Engagement & Training:</p> <ul style="list-style-type: none"> • Develop and deliver a local engagement programme that ensures all volunteers have a rewarding experience, whilst effectively contributing to Ruchazie's Pantry overall development • Promote volunteering, internally and externally to ensure that the impact of volunteers is celebrated. • Deliver a volunteer induction programme to maximise the engagement and contribution of each volunteer. • Develop and deliver volunteer training, which ensures all volunteers are able to meet

	<p>their potential and complete their volunteer roles effectively.</p> <p>Policies and Procedures</p> <ul style="list-style-type: none"> • Implement volunteer management policies and procedures in line with guidance from the Ruchazie Pantry Group • Develop new volunteering policies and procedures in collaboration with the Ruchazie Pantry Group (RPG)
Reporting and Governance	<ul style="list-style-type: none"> • Prepare reports on service outcomes for the RPG and Funders. • Ensure monitoring and evaluation systems are used, KPIs are met, followed, reviewed systematically and where necessary improved. • Ensure services are delivered within any delegated budgets (as advised by the RPG) • Review and revise operational targets in liaison with the RPG. • Ensure that the Pantry health and safety obligations are met in conjunction with the RPG • Take part in and/or lead team/volunteer meetings. • Participate in wider external meetings, Group meetings and contribute to wider organisational development. • Ensure that the pantry's contractual outcomes are being monitored and met.
Ensure Compliance with professional , regulatory, statutory and organisational requirements	<ul style="list-style-type: none"> • Comply with and implement all our policies and procedures. • Act ethically and with integrity, taking account of the employee code of conduct • Ensure that the service performs to a high standard, meeting contractual and operational targets, is responsive to staff, service users and volunteer's needs and can support them to achieve positive outcomes. • Ensure that pantry membership numbers are met in line with operational and organisational targets • Review and where necessary improve practice and procedures, considering the views of service users, colleagues, volunteers, funders, other stakeholders and external factors. • Ensure operational procedures are in place to facilitate successful audits in relation to a food service

Terms & Conditions

Job Title:

Operational Manager

Remuneration:

£32k

Pension:

5% employer contribution

Annual Leave:

25 days, plus public holidays. This rises by one day per completed year of service, up to a maximum of 30 days, plus public holidays.

Location:

The post will be based at the Ruchazie Pantry, 435 Gartloch Road, Glasgow, G33 3TJ. On Occasion you may be expected to travel to other shops, offices, client premises, meeting locations, conference venues, etc.

Working Hours:

The basic working week is 35 hours. However, flexibility may be necessary, including evening and weekend work, for which you can claim TOIL.

Probation:

The probationary period is six months.

Recruitment Timetable

Closing date: 12noon on Friday 14th August 2020.

We will be in touch with candidates by end of business, Friday 14th August to advise on the outcome of your application.

Presentation and Interviews:

All candidates selected for interview will be required to produce a 3 minute long video which shows themselves “teaching someone else a new skill”. These videos are to be submitted by Thursday 20th August (5pm) to amcwilliam@churchofscotland.org.uk.

Candidates will be invited to a formal interview and an informal chat at Ruchazie Church of Scotland. The formal interview will be with the RPG members and the informal chat will be with local community members.