

## JOB DESCRIPTION

<b>Job Title:</b>	East Lothian Foodbank Referrals Co-ordinator
<b>Salary:</b>	£18,200 p/a <i>pro rata</i>
<b>Location:</b>	East Lothian Foodbank, 3 Civic Square, Tranent, EH33 1LH
<b>Reporting to:</b>	Foodbank Manager
<b>Hours:</b>	22.5 hours weekly, Monday- Friday 9.30am-2pm
<b>Contract:</b>	Fixed term for 12 Months

***Offer of employment contingent on Basic Disclosure from Disclosure Scotland***

## MAIN PURPOSE OF THE JOB

The East Lothian Foodbank Referrals Co-ordinator is at the frontline of our crisis service. As the first point of contact for our clients and referral partners you must be a confident communicator who can work well managing multiple tasks in a busy environment. Duties will include processing referrals for emergency food parcels received via phone, email and online. You will be expected to handle client and referral partner information in line with data handling policy and procedures, notifying Foodbank Manager and Operations Coordinator of specific requests or requirements. You will be taking care of day-to-day contacts and building relationships with partners, clients and others with regards to our crisis service. It is important to us that you have a positive, can-do attitude and be prepared to go the extra mile to ensure those we support can access our crisis service and are signposted to other services as required. The role holder will also support the work of the Communications and Outreach Manager as required.

This role is key to ensure we maintain our crisis food service to 'gold standard'. The Referrals Co-ordinator must maintain good working relations, not only with our referral agents and partners, but also with our volunteers. The core values of East Lothian Foodbank must always be observed and promoted to ensure we offer the best possible support to those in food crisis.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **(a) Referral Administration-**

- Manage referrals for Foodbank parcels from agencies and partners as received
- Inform referral agents of any issues as they arise to ensure we are providing the best possible service to our service users
- 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 clients to other support services as appropriate
- Plan and co-ordinate daily deliveries including notifying clients, route planning and driver scheduling
- Collate all referral paperwork so data can be logged efficiently and in compliance with the Trussell Trust Operating Manual
- Maintain and create records on our data collection system relating to referrals and concern

### **(b) Warehouse operations-**

- Support both the Operations Co-ordinator and Volunteers to ensure they can carry out their responsibilities, and assist if required within the warehouse

### **(c) Reporting to the Foodbank Manager**

- Bringing to the attention of The Foodbank Manager any concerns regarding the day-to-day referrals, or operation in the absence of the Operations Co-ordinator
- Deal with any queries as received via email or telephone, and redirect as required

### **(d) Comms and Outreach**

- Support the Communications and Outreach Manager to maintain our website and social media platforms and as required

### **(e) Health and Safety**

- Assist the Operations Co-ordinator with warehouse maintenance to allow for the safe and hygienic storage of all donations and perishable foods as required
- Comply with all East Lothian Foodbank policies and procedures

**(f) Data Management**

- Assist the Operations Co-ordinator as required with stock donations data inputting and reporting to the Trussell Trust
- Alongside the Manager and Operations Co-ordinator, ensure all digital and physical paperwork is retained and stored, or deleted/shredded, in the correct manner and in compliance with GDPR

**(g) Partnership working**

- Build positive relationships with food donators and assist in developing additional sources of food donations
- Help foster good working relationships with all our referral agents and partners.

**TERMS AND CONDITIONS**

- 28 Days holiday per year (pro rata) inclusive of Public Holidays. In addition, ELFB recognises 3 additional days when the Foodbank will be closed. The days on which these holidays fall will be specified at the beginning of each holiday year and communicated to you. Annual Leave is allocated in April each year.
- Core Hours – to be arranged with other Foodbank staff to ensure Foodbank cover and contact time with the Manager
- Pension – East Lothian Foodbank is a member of the NEST Pension Scheme. Further information about Employer Pension obligations can be found at <https://www.nestpensions.org.uk/schemeweb/nest/aboutnest/pensions-are-changing/auto-enrolment.html>