



## Service User Engagement Manager

- Salary: £24,336 per annum (pro rata 30 hours/week)
  - Based at: Granton, Edinburgh
  - Closing Date: 24th June 2022
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### About Us

Empty Kitchens Full Hearts is a charity that turns surplus food into nourishing meals for people that need them, free of charge and without judgement. We provide food support and provide informed signposting to support services in order to help people manage or overcome the effects of negative life experiences (including trauma, mental health challenges, poverty and inequality) so that they can build on their strengths and aspirations.

At Empty Kitchens Full Hearts, our values and people are at the very heart of everything we do including how we recruit our staff. It is important for us to find people who share our values.

### The Role

**Are you passionate about helping people to food security?**

Taking a person-centred approach, you will work with individuals to enable them to identify personal outcomes and priorities for their health and well-being and link them to local, city and national activities and support services.

The postholder must have experience of working with people who are facing complex social and emotional circumstances, a strong understanding of the challenges affecting people living in areas of disadvantage in relation to living well, extensive effective interpersonal skills in working with people on a 1:1 basis as well as experience in networking and relationship building with other professionals and organisations.

**PVG:** This post requires membership of the Protecting Vulnerable Groups (PVG) Scheme. Application will be processed for the successful candidate.

The Service User Engagement Manager will:

- take the lead in establishing an effective engagement model with people getting in touch with us for support to ensure a person-centred approach is adopted
- develop an approach to build a deeper understanding of how we can support service users' short-term food needs, and direct them to other existing specialised services in place within their communities
- actively participate in establishing close relationships with a wide range of external networks for the benefit of service users, including health practitioners, employability services, community centred support services and local authorities
- provide training to lead, motivate, develop and supervise the (volunteer) service user engagement team



## Skills & Experience

The successful candidate will have:

- specialist knowledge and experience of working with vulnerable people, multi-agency working, and the ability to problem-solve
- extensive experience in front line services, combined with a background in delivering training, guidance and support to colleagues covering safeguarding and conflict resolution
- a non-judgemental attitude and willingness to embrace diversity, and work collaboratively within a small organisation
- an excellent track record of relationship building skills with other voluntary and statutory agencies
- a proactive approach to service user participation and engagement
- experience of managing a team, setting clear objectives and coordinating priorities across other internal teams, with the ability to remain focused in the face of conflicting demands
- strong written communication skills including the ability to write clear and concise reports

## Application notes

Interested? If you have any questions about the role, please email [janet.jones@emptykitchens.co.uk](mailto:janet.jones@emptykitchens.co.uk) and we will call you for an informal chat.

When you're ready to apply, you can submit your CV and covering letter to [HR@emptykitchens.co.uk](mailto:HR@emptykitchens.co.uk) F.A.O. Janet Jones.

Your covering letter should make a compelling case for why you feel motivated to apply for this role at Empty Kitchens Full Hearts, as well as giving a concise overview of your relevant skills and experience.

Closing Date: midnight on 24<sup>th</sup> June 2022. We may close this advert earlier than specified if we receive a large number of suitable applications, so you are encouraged to apply as soon as possible if this is the perfect role for you.

Interview Date: Interviews will be held on 27<sup>th</sup> and 28<sup>th</sup> June at 3-11 West Granton Road, Edinburgh. EH5 1HG