

Community Hub Co-ordinator Information Pack

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Job Details

Job title:	Community Hub Co-ordinator
Reporting to:	Operations Lead
Direct Line Reports:	None
Contract Type:	Permanent contract
Hours:	up to 37.5 hours
Work Pattern:	Monday – Friday 09:00-17:00, later start/earlier finish will be considered
Salary:	£25,806-£31,416
Location:	Thistle Foundation, 13 Queen's Walk, Edinburgh, EH16 4EA

The Application Process

Application deadline: 9am on Monday 28 August 2023

Interview date: 7 September 2023

Interview location: In person, Edinburgh

Interview format: 45-minute interview. Competency-based questions will be sent out to candidates in advance of the interview together with timings and information about the selection panel. There may also be one or two small tasks to complete in advance that will be relevant to the job.

Please send your CV of **no more than two sides of A4** to recruitment@edinburghfoodproject.org together with a statement of **no more than one side of A4** telling us how you meet the Person Specification and why you are interested in working with us here at Edinburgh Food Project.

Please also complete our Equality and Diversity monitoring form:

<https://forms.office.com/r/dmMWp0vFTa>

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Edinburgh Food Project does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

About Edinburgh Food Project

Edinburgh Food Project was established in 2012 with the aim of reducing the effects of food poverty in Edinburgh by providing emergency food parcels to those in the community most in need. We are transitioning our seven foodbank centres into “More than Food” hubs to allow our clients to access dedicated support to help them with their immediate and underlying problems to reduce/eliminate their need for foodbank assistance and build their financial resilience for the future.

Foodbank:

As well as food, people can also pick up toiletries, nappies, essential cleaning products, and dog and cat food. The parcels give immediate help in an emergency situation; reducing hunger and worry, and meaning people are in a better place to deal with the other issues that are facing them.

More Than Food:

In addition to these essential emergency supplies, people visiting our foodbanks can get help with other issues like housing, employment and health; helping break the cycle of poverty for good.

Money Advice Service:

We are working towards a world where there is no need for foodbanks. We run an FCA accredited money advice service with a team of specialist advisers who can help people access the benefits they are entitled to.

“The foodbank was there when we really needed it, it was an absolute lifeline.”

“I have a passport now and birth certificate. I won my appeal for PIP... A massive thanks to you and EFP.”

“You have made my day today, thanks for being so helpful.”

About the Community Hub

The Community Hub is Edinburgh Food Project’s brand-new service. The Community Hub brings together our foodbank centre, Money Advice Service, and More Than Food partners to provide our clients free, holistic, and accessible support all under one roof. We are partnering with the Thistle Foundation to offer our services from their Wellbeing Centre in Craigmillar.

Job Description

This is a new position and will be integral to the success of our Community Hub. The Community Hub Co-ordinator will ensure the smooth and safe running of the Hub and provide a welcoming environment for all its users.

They will work closely with Edinburgh Food Project's Food Provision Manager and Money Advice Service Manager and the Thistle Foundation team to manage day to day activities within the Hub.

The role would suit a dynamic, diplomatic person with excellent people and relationship building skills who is a natural problem-solver.

Responsibilities

The main responsibility of the Community Hub Co-ordinator is to ensure the successful running of EFP services within the Thistle Foundation Wellbeing Centre. This will include, but not be limited to:

- Directing and supporting EFP volunteers in the running of the foodbank service ensuring policies and procedures are adhered to.
- Liaising with the Food Provision Manager and Money Advice Service Manager on a regular basis.
- Establishing and managing channels of communication with the Thistle Foundation team to ensure an excellent working relationship.
- Building and maintaining a good rapport with the support agency partners to ensure a consistent service.
- Undertaking all administration associated with the service, including recording and monitoring data.
- Gaining and maintaining a broad knowledge of EFP and Thistle Foundation's purpose and activities.
- Providing a welcoming environment for all visitors and acting as a point of contact for all EFP enquiries.
- Ensuring the safety and comfort of the public, staff, and visitors when visiting EFP services.
- Actively promoting EFP and partner agencies.
- Ensuring that EFP areas are presentable at all times.
- Ensuring EFP literature displays are tidy and well stocked and that all displays are clean.
- Assisting with internal events where required.
- Any other reasonable tasks commensurate with the role, as requested by the Senior Management Team.

Person Specification

This is an active and dynamic role where communication, relationship building, and organisation are key. It may be well suited to someone who has Event Management or Receptionist experience however this is not a criterion for the role.

We are particularly interested in applicants who have previous lived experience of poverty, but this is not a criterion for the role.

Essential criteria

1. Experience establishing and maintaining excellent relationships with a range of internal and external stakeholders who may have competing priorities.
2. Experience working independently, under pressure, and with limited resources when required.
3. Excellent communication skills, with the ability to communicate effectively with a wide range of people.
4. Excellent problem-solving skills and use of initiative.
5. Well organised with the ability to prioritise weekly/daily workload.
6. The ability to adapt to changing demands positively and respond calmly and confidently to unforeseen or challenging situations.
7. Good IT skills including MS office applications.
8. An understanding of Data Protection and GDPR responsibilities.
9. Demonstrable commitment to the aims and principles of Edinburgh Food Project.

Desirable Criteria

1. Full driving licence.
2. Experience and understanding of the voluntary sector.
3. Experience of co-ordinating volunteers.
4. Specific experience of successfully carrying out the duties listed in the Job Description.

Employee Benefits

Compensation

- We are an accredited Living Wage Employer!
- Competitive salary

Holiday

- 34 days annual leave, which includes 9 bank holidays

Pension

- We'll automatically enrol you into our pension scheme
- We offer a 4% minimum employer contribution and will match your contribution up to a maximum of 8%
- You'll need to pay at least 4% too, but you can opt to add more for the tax benefits!
- You can opt out if you'd prefer not to have a pension at all

Business Travel

- 45p per mile paid for business travel

Learning

- Learning budget for training courses and conferences.

Health and Wellbeing

- Generous paid sick leave for both physical and mental health
- 1 week full pay in your probationary period
- 4 weeks full pay followed by 4 weeks half pay thereafter
- Access to Edinburgh Bicycle Co-op's Bike to Work Scheme
- Unlimited mental health consultations (for mild to moderate conditions), lifestyle coaching and wellbeing assessments
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Family

- Maternity pay – 1st 16 weeks full pay, 2nd 16 weeks half pay
- Paternity pay – 5 weeks full pay
- Paid adoption and shared paternal leave also available.

Death in Service

- 3x your annual salary
- Access for you and eligible family members to financial support, legal support, wellbeing content, and discounts and savings

