

# POST OF DEPUTY MANAGER

## JOB DESCRIPTION



Responsible to the General Manager

### 1. ROLE AND PURPOSE

- (i) To assist the General Manager in the leadership and management of the operation of Peeblesshire Foodbank.
- (ii) To assume responsibility for specific aspects of the work of the organization.
- (iii) To deputise for the General Manager in their absence.
- (iv) To recognise in the structure of the organisation that volunteers play a pivotal role in day-to-day operations through a diverse range of volunteering roles.

### 2. DUTIES AND RESPONSIBILITIES

#### 2.1 Operational Management

- (i) To assist in the day-to-day leadership and management of all aspects of service operation.
- (ii) To communicate the values of the organization and to ensure the relevant policies and procedures are adhered to consistently in all operational activity.
- (iii) To assume responsibility for the management of stock, including the planning and procurement and stock rotation, and working closely with the volunteers involved in this work.
- (iv) To manage and support team leaders on all aspects of the service to ensure consistent high standards of service delivery.
- (v) To manage all routine referrals to the service – self-referrals and referrals from other agencies, and to make referral to the General Manager in cases of complex referrals.
- (vi) To ensure that Health and Safety, Safeguarding and other statutory and regulatory requirements are adhered to.
- (vii) To ensure that all relevant recording is kept up to date through the use of central systems – One Note Document Sharing, Data Collection Recording system and Assemble Volunteer Management System.

#### 2.2 Co-ordination of Volunteers

- (i) To manage the recruitment, training, support and development of all volunteers engaged in the service.
- (ii) To provide rotas for volunteers on a regular basis to ensure effective deployment and the smooth running of the service, both on a day-to-day basis and for specific projects.
- (iii) To communicate effectively with volunteers through newsletters, meetings and individual contact to ensure engagement and support of volunteers in their work.
- (iv) To facilitate social events on a regular basis as a means of team development, encouragement and support.

### **2.3 Project Management**

- (i) To assume responsibility for the delivery of specific projects developed by Peeblesshire Foodbank – e.g. breakfast clubs, summer lunch scheme, warm boxes project and slow cooker project, working closely with volunteers to ensure effective and efficient delivery.
- (ii) To work in partnership with external agencies, where appropriate.
- (iii) To engage in review of projects, reporting on effectiveness and opportunities for further development.
- (iv) To provide written reports and statistics on each project undertaken.

### **2.4 Deputising for General Manager**

- (i) To deputise for the General Manager in their absence on certain areas of responsibility.
- (ii) To liaise with external agencies, as appropriate, including referral agencies.
- (iii) To review complex referrals and make appropriate decisions.
- (iv) To provide management and support to other staff members.
- (v) To liaise with the Board of Trustees on any relevant matters.

### **2.5 Any Other Duties**

- (i) To undertake any other duties or responsibilities as deemed appropriate by the Board of Trustees.

6 November 2023