

OPERATIONS MANAGER RECRUITMENT PACK

February 2025



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CEO - Welcome letter



Dear Candidate,

I am thrilled to extend a warm welcome to you as the newest potential member of the Scottish Pantry Network team! On behalf of everyone here, I want to express our excitement and gratitude for considering the opportunity to join us as we embark on this journey together.

Your candidacy for the Operations Manager position comes at a pivotal time for TSPN, as we navigate through a period of rapid growth and expansion. Your extensive experience and proven track record in operations management make you a highly promising candidate to lead us forward and ensure the success of our initiatives.

At TSPN, we are committed to our mission of providing vital resources and support to communities across Scotland. With the skills and expertise you bring to the table, I am confident that we will continue to make a meaningful impact on the lives of individuals and families throughout our network.

As you progress through the application process, I encourage you to learn more about our organisation's culture and values. Collaboration, innovation, and community empowerment are at the heart of everything we do, and I have no doubt that you will be able to contribute significantly in these areas.

Please know that we are here to support you every step of the way. Whether you have questions, need additional information, or simply want to learn more about our vision and goals, please do not hesitate to reach out.

Once again, thank you for considering the opportunity to join the Scottish Pantry Network family. We are excited about the potential impact you could make in this role, and we look forward to the possibility of working together to drive TSPN to new heights of success.

Warm regards,

A handwritten signature in dark ink, appearing to read "M Morgan".

Mandy Morgan
CEO

About TSPN

At TSPN we are dedicated to tackling food insecurity and promoting sustainability across communities in Scotland.

Our Vision

Our vision is a Scotland where the right to food is achieved!

Mission

- To represent, support and develop our network of pantries by providing leadership, expertise, and guidance to tackle the impact of food insecurity and food loss
- To support and develop pantries as community led hubs, focusing on food knowledge, health improvement, financial wellbeing, and employability
- To support the redistribution of quality food that would otherwise end up in landfill
- To empower communities to increase their disposable income
- To influence policy on the use and supply of available food using the dignity principles

Values

- Dignity - food insecurity should be managed with dignity
- Quality - all services, including foods offered should be of a high quality
- Integrity - remain true to our core vision and challenge for what we feel is right
- Inclusion - services offered are for everyone in the community

What We Do

TSPN supports a network of community pantries strategically located throughout Scotland, providing access to nutritious food, household essentials, and support services. These pantries are more than just distribution centers; they are hubs of community engagement and empowerment, where individuals can access not only food but also education, job training, and social services.

Our Approach

At TSPN, we take a holistic approach to addressing food insecurity, recognising that the issue is multifaceted and deeply interconnected with other social and economic challenges. Through partnerships with local organisations, businesses, and government agencies, we work to address the root causes of food insecurity and build sustainable solutions that uplift communities and promote resilience.

Our Impact

Since our inception, TSPN has made a tangible impact on the lives of thousands of individuals and families across Scotland. Our network of community pantry members, have provided access to nutritious food to those in need, while also offering support services that address the underlying factors contributing to food insecurity.

Job Description

Job Title	Operational Manager
Salary	£35,000 p.a.
Type of contract	Fixed term 2-year contract

Core purpose of Job	<p>As the Operational Manager within The Scottish Pantry Network, you are accountable to the CEO to support that role in ensuring the successful delivery of the Glasgow Food Pilot Project and development of the CIC.</p> <p>You will be a part of the senior management team to ensuring the organisation fully meets its aims and objectives.</p>
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Organisational Position	<p>Reporting directly to the CEO, the Operational Manager is expected to work with minimum supervision and take on responsibilities of all relevant operational day to day decisions as delegated by the CEO.</p> <p>You will be expected to perform key activities to an enhanced level and take the lead. You will provide some management duties for the team and coaching and mentoring services to colleagues. You may be required to deputise for the CEO as required.</p>
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Job Tasks	<p><i>Organisational & strategic leadership</i></p> <ul style="list-style-type: none"> • In the absence of the CEO, you are expected to assume delegated responsibility for her. • You will support the CEO to develop and implement the strategic plan. • Ensure the organisation is effectively managed. • Develop and maintain relationships with members of The Scottish Pantry Network and other relevant associated agencies, organisations, and sponsors. • Stakeholder representation <p><i>Management Tasks (including but not limited to):</i></p> <ul style="list-style-type: none"> • Provide clear leadership, develop, and support staff. • Provide regular supervision and annual appraisals to staff that directly report to you.
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	<ul style="list-style-type: none"> • Ensure ongoing weekly staff teams meetings take place and provide opportunities to review service demand and capacity. • Complete service audits • Oversight and management for relevance budgets and finance • Data capture and analysis • You will have specific delegated authority for Health & Safety <p>Service Provision:</p> <p>Participate in staffing the Glasgow Food Pilot Project, which will include:</p> <ul style="list-style-type: none"> • Help develop positive working relationships with key partner agencies and stakeholders. • Actively participate in the general day to day running of the service • Actively participate in implementing and overseeing sound policy, practice and procedure in health, hygiene, and safety across the Project. • Liaise and work collaboratively with all staff and volunteers to ensure the smooth running of the service. • Promote the work of The Scottish Pantry Network in the local and wider community, helping to raise awareness. Support the promotion of The Scottish Pantry Network's public and media profile, attending appropriate meetings and events on behalf of The Scottish Pantry Network as required. Take part in educational and multi-agency work. • Work within and comply with organisational policies, procedures legislation and regulatory and funding bodies. Keep up to date with changes in legislation and working practices. Participate in development, monitoring and evaluation of the service as required. • Perform administrative tasks in a timely way to ensure smooth running of the service. Provide quantitative and qualitative information on support and related issues regularly and written reports, as required. • Support colleagues in achieving team and The Scottish Pantry Network objectives, regularly attending team/ other relevant meetings. Work collaboratively, assisting colleagues as appropriate. • Take a proactive role in promoting equality and anti-discriminatory practice throughout all aspects of the work. <p>The above list is indicative only and not exhaustive. The Operational Manager is expected to carry out all such additional duties as are commensurate with the role.</p>
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Authority Levels	
	You have direct authority to commit money within the limits defined in the finance policy.

Financial and tangible resources	<p>You make recommendations on financial issues relevant to you.</p> <p>You recommend procurement of equipment (and any other assets) as part of the strategic planning within the management group.</p>
People	You draw on your experience and knowledge in providing guidance to staff.

Accountability	
Freedom to act	<p>You will negotiate with the CEO to identify your own work priorities within the framework of The Scottish Pantry Network's business plan.</p> <p>You lead and facilitate work to implement the Project Plan (in line with funders specifications) and you steer the work of your direct reports. You balance the prioritisation of a broad range of objectives. You meet the agreed strategic objectives relevant to your own work area.</p> <p>You contribute directly to the development, implementation and review of the Business plan and you report progress through the regular schedule of management group meetings. The CEO as your line manager provides you the support to do your job and formal supervision.</p>
Risk management	<p>As a member of the senior management team and specifically for those areas of work within your remit, you take a lead in anticipating and managing risk and change within a complex environment, working with a high level of authority.</p> <p>You network extensively with other professionals and decision makers to help manage that risk and change.</p>
Level of problem solving required	You regularly apply creative or adaptive thinking to develop imaginative new concepts or long-term strategies. You also must balance this against practical issues of delivery management. You must manage conflict effectively and consistently and be sensitive to the emotional needs of those who report to you and the wider team.

Communication	
Subject complexity and expertise	You must understand and interpret a wide range of documents, including a broad range of research reports, policy documents and draft legislation, to assess their relevance and impact on The Scottish Pantry Network's work.
	You give sound and persuasive advice to direct reports and the wider team on complex issues across the full range of organisational

Contact inside the organisation	activities. You challenge existing ways of working and help develop organisational strategies to meet changing needs.
Contact outside the organisation	You consult and influence a wide range of stakeholders on issues, including policy makers, civil servants, members, academics, and senior practitioners from other in the public, private and third sectors.

Person Specific

What The Scottish Pantry Network is Looking For	Essential/ Desirable
Experience, Skills & Knowledge	
<i>People Management</i>	
Skilled in managing people with direct supervisory experience	Essential
Experience of successful Project Management and introducing new ways of working	Essential
Ability to create a supportive and performance focused team (including volunteers)	Essential
Good communication skills both written and oral with the ability to express ideas clearly and succinctly	Essential
Experience of developing learning materials and delivering training	Essential
<i>Operational Management and Planning</i>	
Experience of developing, monitoring, and evaluating business plans	Essential
Experience of developing and delivering services focused on Food	Desirable
Experience at working at a strategic level	Essential
Experience of budgets and monitoring of resources	Essential
Knowledge of funding streams and writing funding applications	Essential
Experience of equality and anti-discriminatory policy and practice issues	Essential
Knowledge of health and safety legislation/requirements	Essential
Experience of auditing and quality assurance	Essential
<i>Relationship Management</i>	
Experience of, and able to work positively with partners, stakeholders and funders	Essential
Experience of external communications e.g., media, publicity	Desirable
<i>General</i>	
Knowledge of and commitment to addressing systemic food issues and the impact this has on local people.	Essential
Capable of using own initiative and meeting tight deadlines	Essential

Knowledge of Scottish legislation, policy and government strategy related to Food	Essential
Knowledge of local and central government decision making structures and how to influence them	Desirable
Qualifications	
Requires a degree level qualification or equivalent.	Essential
Other	
Ability to work flexibly and to attend occasional evening and weekend meetings	Essential
Skilled in use of IT for self-management e.g. Microsoft, excel, email and internet	Essential
Ability to give regular and effective service	Essential
Ability to travel regularly	Essential
Hold a current clean UK driving license and have access to a car with business use insurance cover	Desirable

Recruitment Process

Recruitment Process: Operations Manager, Scottish Pantry Network

Application Deadline:

All interested candidates are invited to complete the application and equal opportunity form provided and return it to **enquiries@scottishpantrynetwork.org.uk** by **no later than 5pm on 8th March 2025**. Late applications will not be considered.

Interviews:

Shortlisted candidates will be contacted to schedule interviews, which are expected to take place during the week beginning 20th March 2024. Please let us know in advance if this will be an issue to allow us to make alternative arrangements.

Good luck!