

Perth and Kinross Foodbank – Operations Manager Role Description and Person Specification

	Role Title: Foodbank Operations Manager	Reports to: Foodbank Manager	Date Role Profile Created: March 2025
	Location: Perth and Kinross Foodbank, Unit A, 10-16 York Place, Perth, PH2 8EP	Salary: £30,000- £35,000	
Job Purpose: Why does the role exist?			
The purpose of this role is to lead the teams managing the day to day running of the foodbank, ensuring consistent delivery of core services in the face of increasing levels of demand. This involves immediate line management accountabilities for employed staff and managing the financial and operational management on a day-to-day basis. Perth and Kinross Foodbank has undergone significant change and development in recent times. The purpose of this role is to lead and support the Perth and Kinross Foodbank workforce (staff and volunteers) to deliver an excellent evolved service for our clients. The Foodbank Operations Manager will manage the day to day undertakings of the Foodbank, overseeing, managing and supporting the Foodbank team to deliver their respective roles and responsibilities which collectively, contribute to our organisational mission, vision and goals. The post holder will also be accountable for IT and systems management, and the monitoring and management of organisational budgets. The role is designed to support the Foodbank Manager in the delivery of the strategic plan.			
Key accountabilities of the job: what do I need to deliver and achieve to be effective in this role?			
What key decisions do I take? What types of decisions am I accountable for? How complex are they and what is the impact to our clients, colleagues and the foodbank?		• Leads the day to day running of the foodbank, prioritising a warm welcome and the client experience. • Assists the Foodbank Manager in the recruitment, appointment and onboarding of additional staff members. • Leads the team members to ensure activities are managed so the workforce (both paid staff and volunteers) are clear and supported to deliver their roles through managing performance, capability building, development and any	

Perth and Kinross Foodbank – Operations Manager Role Description and Person Specification

	other people management processes required • Compliments the Foodbank Project Manager to forge a proactive and positive organisational culture. • Identifies gaps in local service provision and opportunities for growth • Seeks to foster positive relationships with referral agency partners • Communicates and ensures the implementation of policies and procedures for example Health and Safety and Data Protection. • Ensures the appropriate safeguarding and risk management practices are in place and adhered to • Manages the weekly finances of incoming and outgoing activities ensuring the financial systems (Xero and Hubdoc platforms) are accurate and donations are recorded in a timely manner. and acknowledged • Owns the budget for building maintenance and repairs as well as staff training and development. • Responsible for IT and systems management, incorporating new technology to improve effectiveness and increase efficiencies • Leads on community engagement events, in-store collections and community fundraising initiatives, raising awareness of Perth and Kinross Foodbank and encouraging support for our work.
What do I need to do in my role? What am I accountable for? What is the extent and type of financial accountabilities in my role? Who am I responsible for and how many colleagues do I lead?	• Produce well defined and effective plans, leading the employed team members (up to 10 Direct Reports). • Setting operational objectives, key performance indicators and

Perth and Kinross Foodbank – Operations Manager Role Description and Person Specification

What are my risk accountabilities, what do I need to deliver to manage these well? What are my client accountabilities and what do I need to do to manage these well?	the implementation and delivery of line management procedures. • Assists with the recruitment, appointment and onboarding of new employees (including the set-up of workspaces and equipment) with support from the Foodbank Manager • Managing people matters across the workforce so our people can thrive in an environment of respect, growth and teamwork • Delivering the Foodbank's service to clients, creating a warm, welcoming, inclusive and respectful environment • Ensure sufficient stock is available to meet client needs • Maintain an overview of the services and supports available to Foodbank clients, highlighting gaps in provision and opportunities for growth • Supporting the Volunteer Coordinator where people matters arise • Completes operational reporting and contributes to Board reports in advance of meetings. Continuously improve reporting as the new organisational structure embeds. • Risk management of colleague and client risk • Update Risk Management Register and identify opportunities to improve and mitigate risks • Identifies, makes and owns changes where there are opportunities to make improvements. • Engage with referral agencies and trusted partners to ensure complete and appropriate referrals are made to the Foodbank
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Perth and Kinross Foodbank – Operations Manager Role Description and Person Specification

	• Organise staff training and development opportunities • Communicate and embed new, amended and existing policies and procedures across the workforce • Coordinating events, in-store collections and community fundraising initiatives to raise the profile of the Foodbank. • Manage the operational finance records including daily processing of Xero transactions, updating receipts and invoices on Hubdoc, processing payments, management of petty cash and donations (including Gift Aid and corresponding documentation). • Collation and submission of monthly payroll information to the Treasurer and bookkeeper for payment • Manage IT systems and processes to ensure the effective delivery of core Foodbank functions. • Conduct work in line with Perth and Kinross Foodbank organisational policies and procedures, for example implementation of, and compliance with, Perth and Kinross Foodbank Health and Safety Policy. • Ensure Perth and Kinross Foodbank practices and procedures are compliant with the Trussell Trust Foodbank Operating Manual. • Attend and contribute to staff 'rumbles' and other meetings as appropriate. • Prioritise learning and development, keeping up to date with new developments and undergo training as required. • Contribute to collective Perth and Kinross Foodbank
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Perth and Kinross Foodbank – Operations Manager Role Description and Person Specification

	organisational goals and strategic objectives. Actively uphold Perth and Kinross Foodbank values and behaviours; acting with kindness and compassion, embodying inclusivity, diversity and dignity principles, and contributing to a positive workplace culture and operating environment
How far ahead do I need to think and plan? What is the timeframe and impact of the decisions I need to make?	Up to a year in advance
How do I deliver my role? Do I deliver my role through others or do I work as an individual contributor?	- Through successfully leading a small team of direct reports to deliver high quality core foodbank services in the face of challenging times and increased levels of demand. - Work collaboratively with the Foodbank Manager to ensure Perth and Kinross Foodbank continues to thrive and grow, helping with specific improvement initiatives which may fall under any element of the foodbanks management - Deputise for the Foodbank Manager when they are absent eg holidays, illness, out of office activities
Skills and experience in the job	
What do I need to know? - How to lead people and manage their performance and development - How to manage the day to day running of an office, including financial transactions - How to manage risks and issues - How to lead improvement change activities - How to communicate effectively with stakeholders at all levels	What qualifications and/or experience might I need or have? 3 years experience in a leadership role managing a diverse team of people aspiring towards collective goals. - Experience of developing and/or implementing line management procedures. - Experience of managing a busy and varied office/work environment.

Perth and Kinross Foodbank – Operations Manager Role Description and Person Specification

		• Understanding and experience of risk management and awareness of strategies to mitigate and resolve identified risks. • Change management experience. • Strong stakeholder management experience across a range of stakeholders • Must be competent in the use of Microsoft Office applications or Google equivalent and be capable of navigating systems and processes to ensure the smooth running of the office including the processing of transactions, invoices, donations and payments • Qualification in leadership and management would be desirable. • Full and current Driver's License.	
How I show up at work			
Values	Care	Commitment	Respect
Compassion. Justice. Community. Dignity. Curiosity. Integrity. Adaptability. Positivity. Highly motivated. Reciprocity. Leadership. Analytical. Continuous improvement. Creative - willing to test new ways of working.	Empathetic, relational approach. Person-centred. Trauma sensitive. Empowering of others. Good listener. Strong communicator. Fostering a safe place of care.	Organised and capable of handling competing priorities. Committed to accessibility, equality, diversity and inclusion. Wellbeing focused. Community driven. Passionate about social justice and the anti-poverty agenda. Collaboration and partnership working, in acknowledgement that we cannot overcome hunger	Data driven decision making. Values an asset-based approach to community development, believing in the untapped power and potential across communities. Self-aware of unintended bias and privilege. Values the commitment, energy and compassion demonstrated by volunteers.

Perth and Kinross Foodbank – Operations Manager Role Description and Person Specification

		and hardship alone. Solution focused, happy to explore creative approaches to challenges and opportunities.	
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