



JOB DESCRIPTION

<i>Job Title:</i>	Basics Bank Manager
<i>Responsible to:</i>	Project Development Manager
<i>Responsible for staff:</i>	Warehouse Assistant
<i>Responsible for volunteers:</i>	Basics Bank Supervisors, Van Drivers, Driver's Mates, Warehouse sorting team.

Purpose of role:

To manage all aspects of the SCM Basics Bank project, ensuring the consistent availability of emergency food and clothes to those in need across Southampton.

Key Responsibilities:

Ensure sustainability and development of the Basics Bank project and maintain the outstanding reputation of SCM Basics Bank within the city. Ensure the project is operated adhering to relevant SCM policies and procedures, liaising with other staff for advice and support, as necessary.

Management of staff

Manage the part-time Warehouse Assistant staff member, providing line management and oversight.

Management of volunteers

Manage and support the volunteer Basics Bank Supervisors in delivering the project, and pastorally supporting their spiritual needs in relation to their volunteering. Arrange and conduct monthly supervisor meetings, reviews, and training. Recruit and train new Supervisors, as necessary. Be prepared to lead devotions and cover Supervisor roles at any venues for holidays and sickness if necessary.

Manage and support the volunteer Van Drivers and Driver's Mates as they collect and redistribute food and clothes for the project across several venues. Recruit and train new Van Drivers and Driver's Mates as necessary to ensure continued smooth running of the project. Be prepared to cover Driver and Driver's Mate roles for holidays and sickness if necessary. Arrange driver routes for each day.

Have robust procedures and training to make sure that our volunteers visiting supermarkets and other suppliers are prompt and courteous.

Manage the volunteer warehouse sorting team.

Oversee the induction and support of Basics Bank volunteers. Identify volunteer training needs including shortages that arise and arrange appropriate training. At regular supervisor

meetings, help deal with any volunteer issues . Where there are significant issues with volunteers, take over from the supervisors and take actions necessary to resolve conflict.

Operations

Oversee food and clothing donations, warehouse stock control, storage, and distribution.

Ensure safe operation of the servicing, MOT, and insurance of the Basics Bank van. Maintain and develop policies and procedures for volunteer drivers and driver's mates for driving the van. Ensure breakdown cover and accident breakdown procedures and training for the drivers.

Oversee the health and safety of the warehouse and Basics Bank volunteers.

Manage our textile recycling process. From sorting to transport to storage to selling on and recording our profit.

Prepare other staff, volunteers and the warehouse for the Harvest and Christmas busy times. Managing extra volunteers, business assistance, extra vans, sorting teams and storage, to deal with these intense periods.

Networking

Manage and develop referral agent relationships. Network with new and existing referral agent organisations, sharing information while adhering to the SCM data protection policy.

Maintain and develop good relationships and close communication with all Basics Bank venue hosts, reporting any problems or issues to your line manager.

Maintain good relationships with our supermarket and charity food suppliers, maintaining our contact and priority partner status as their staff and procedures change over time. Develop close contacts with PR ambassadors, store managers and customer experience managers.

Pursue further partnerships and charity help from supermarkets, stores, and businesses to ensure a sufficient supply of food.

Be prepared to speak about Basics Bank at churches when invited.

Lead prayer meetings relating to the project as required.

Represent SCM Basics Bank at IFAN (the Independent Food Aid Network – national group), Anti-Poverty Network, Southampton Food Bank Network, and Southampton Food Aid Forum, as necessary.

Develop appropriate Christian outreach and follow-up activities in partnership with Basics Bank church hosts and supporting churches.

Administration

Be proficient in all the functions of the Basics Bank Online Referral System and train other users as required.

Keep accurate and up to date records of all of the Basics Bank systems, volunteers, rotas, and processes.

Date updated: July 2021