



Customer Services Coordinator

Job Description and Person Specification

JOB DESCRIPTION

Responsible to: Foodbank Project Manager

Responsible for: Managing the delivery of services to Truro Foodbank customers

Part-time: 16 hours per week

Permanent

Overall responsibilities of the job:

Manage the delivery of services to Foodbank customers. Have overall responsibility for the effective coordination of all tasks within the distribution centres to provide a high level of service for customers through the volunteer team. Liaise with the Foodbank Manager and Trustees of Truro Foodbank.

Specific responsibilities:

- Implement processes to enable volunteers to identify the needs of customers – both immediate needs and underlying needs
- Coordinate with the warehouse team and Foodbank manager to provide a seamless service to customers ensuring that there are sufficient stocks of food within distribution to meet customer demand
- Manage, train, and motivate the volunteer team to meet those needs
- Meet customer demand efficiently and safely by coordinating the day to day running of distribution of food at Truro Methodist Church and All Saints Church, Highertown, maintaining a welcoming and caring atmosphere for all
- Manage the distribution of food at the satellite stations in Perranporth and on the Roseland
- Organize induction and ongoing volunteer/staff training and development to ensure they have the skills and knowledge to meet customer needs in accordance with Truro Foodbank operating procedures and values.
- Form and maintain links with other agencies enabling Truro Foodbank to signpost customers effectively to appropriate support services
- Communicate with referral agencies in response to queries or issues arising from vouchers presented by customers
- Safely manage all personal (customer and volunteer) data and adhere with the GDPR policy

- Ensure that all Foodbank Centre processes and procedures are followed in accordance with the Trussell Trust Foodbank Operating Manual
- To be part of the duty phone manager rota to take calls and give advice, as described in the guidance for this service, and in urgent cases deliver emergency food parcels
- As required to provide cover for the Warehouse Coordinator to coordinate and lead the volunteer team at the foodbank warehouse/stores

PERSON SPECIFICATION

Experience:

- Planning and organising people and tasks
- Leading and working as part of a team
- Handling difficult situations, including conflict and aggression

Key Skills:

- Good oral communication
- Ability to work independently and unsupervised
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Willingness to undertake appropriate training in, for example, welfare benefits and then pass on this information to volunteers
- Ability to access and maintain records via a computerised system

Personal attributes:

- Honesty and integrity
- Passionate about tackling poverty
- Flexibility with times of work

Training Provided

- Induction training
- H&S, Environmental Health & Manual Handling, as appropriate
- Children and adults with care and support needs protection
- Food Hygiene and First Aid, as required
- Handling Conflict and Aggression, as appropriate
- Trussell Trust Data Collection System/IT/GDPR training as required