

PERSON SPECIFICATION – Referral Co-ordinator

Applicants must be able to demonstrate:

Criteria	Essential	Desirable
Experience		
Administration duties including answering phones, responding to enquiries via email and supporting a busy staff team in a community service setting	X	
Data entry, managing a data base of referrals, service user requests and coordinating job lists i.e. for deliveries	X	
Coordinating referrals for a food support service		X
Maintaining all records and handling data in accordance with GDPR, ensuring compliance and discretion	X	
Working with and supporting volunteers (experience gained in a professional or voluntary capacity)		X
Coordinating rota for staff and volunteers and ensuring communications of rotas and schedules for a busy team	X	
Knowledge and skills		
Demonstrable professionalism and good communication skills including on the phone, by email and in person with staff, volunteers and external partners	X	
Good knowledge of Microsoft Office package including excel, word and Google workspace	X	
Knowledge of tools for managing digital comms platforms including social media and website	X	
Understanding of GDPR and compliance re data handling of client records and other		X
Some knowledge of health and safety practice gained within a comparable setting including food hygiene; manual handling and lifting; first aid; fire procedures; warehouse security		X
Understanding of the causes and factors contributing to food insecurity and food poverty, and the need for crisis and more than food responses	X	
Knowledge of food poverty services and responses in East Lothian, and their relationships		X
Personal		
Commitment to East Lothian Foodbank mission and values	X	
Positive and proactive, a team-player actively contributing to a strong and committed staff and volunteer team	X	
Demonstrates empathy, non-judgemental, and committed to preserving the dignity of clients at all times and in every interaction	X	
Organised and self-motivated, able to identify opportunities to improve systems and processes and take the initiative	X	
Flexible, able to take on a variety of tasks as instructed by the ELFB Manager, and to be hands-on in supporting the day-to-day running of the crisis service at busy times	X	