

JOB DESCRIPTION

Job Title:	East Lothian Foodbank Referrals Co-ordinator
Salary:	£23,660 p/a pro rata
Location:	East Lothian Foodbank, 3 Civic Square, Tranent, EH33 1LH
Reporting to:	Foodbank Manager
Hours:	27.5 hours weekly, Monday – Friday, 9.30am – 3pm
Contract:	Fixed term for 12 Months with the intention to renew based on performance and dependent on funding.

Offer of employment contingent on Basic Disclosure from Disclosure Scotland

MAIN PURPOSE OF THE JOB

The East Lothian Foodbank Referrals Co-ordinator is at the frontline of our crisis service. As the first point of contact for our service users and referral partners you must be a confident communicator who can work well managing multiple tasks in a busy environment. Duties will include processing referrals for emergency food support received via phone, email and online. You will be expected to handle service user and referral partner information in line with data handling policy and procedures, notifying Foodbank Manager of specific requests or requirements. You will be taking care of day-to-day contacts and building relationships with partners, service users and others with regards to our crisis service. It is important to us that you have a positive, can-do attitude and be prepared to go the extra mile to ensure those we support can access our crisis service and are signposted to other services as required.

This role is key to ensure we maintain our crisis food service to a high standard. The Referrals Co-ordinator must maintain good working relations, not only with our referral agents and partners, but also with our volunteers. The core values of East Lothian Foodbank must always be observed and promoted to ensure we offer the best possible support to those in food crisis.

MAIN DUTIES AND RESPONSIBILITIES

(a) Referral Administration-

- Manage referrals for emergency support from agencies and partners.
- Inform referral agents of any issues as they arise to ensure we are providing the best possible service to our service users.
- Act as the main point of contact for service users. Gather any special requests, or information relating to specific needs so volunteers can tailor parcels accordingly.
- Signpost service users to other support services as appropriate.
- Plan and co-ordinate daily deliveries including organising drivers, notifying service users and scheduling routes.
- Communicate delivery details clearly to drivers.
- Collate all referral paperwork so data can be logged efficiently and in compliance with East Lothian Foodbank processes and policies.
- Maintain and create records on our data collection system relating to referrals.

(b) Warehouse operations-

- Ensure parcel requirements are communicated clearly and effectively to warehouse team.
- Support the wider team and assist if required within the warehouse.

(c) Reporting to the Foodbank Manager

- Bringing to the attention of the Foodbank Manager any concerns regarding the day-to-day referrals.
- Deal with referral-related queries as received via email or telephone and redirect as required.
- Support the handling of telephone enquiries to our General office line as directed by Foodbank Manager.

(d) Health and Safety

- Assist the Warehouse Co-ordinator as required with safe storage of purchased and donated foods as required.
- Comply with all East Lothian Foodbank policies and procedures.

(e) Data Management

- Assist the team as required with stock donations data inputting and reporting to the Trussell Trust.
- Ensure all digital and physical paperwork is retained and stored, or deleted/shredded, in the correct manner and in compliance with GDPR as directed.

(f) Partnership working

- Help foster good working relationships with all our referral agents and partners

TERMS AND CONDITIONS

- 28 Days holiday per year (pro rata) inclusive of Public Holidays. In addition, ELFB recognises 3 additional days when the Foodbank will be closed. The days on which these holidays fall will be specified at the beginning of each holiday year and communicated to you. The annual leave period shall run from 1st April to 31st March
- Pension – East Lothian Foodbank is a member of the NEST Pension Scheme. Further information about Employer Pension obligations can be found at <https://www.nestpensions.org.uk/schemeweb/nest/aboutnest/pensions-are-changing/auto-enrolment.html>