

Food Pantry Coordinator

Role Description and Person Specification

Job title:	Food Pantry Coordinator
Hours:	12 working hours per week: Tuesdays: 9.30-12pm (approx.) St Barnabas site Thursdays 11-4pm, St Barnabas Remaining hours may be home-based and worked flexibly.
Responsible to:	Rector
Working with:	Food Pantry Supervisors and other Food Pantry volunteers, Reading Gateway Church (RGC) Ministry Team, Faith Christian Group (Faith), Your Local Pantry (YLP)
Accountable to:	Parochial Church Council of RGC and Faith
Support:	RGC Ministry Team
JOB PURPOSE	Overall responsibility for the safe running of a service that aims to demonstrate the love of God to the people living locally to our St Barnabas site by providing: • A shop where people on low incomes can supplement their weekly shopping for food and other basic commodities, such as toiletries and nappies, for a very modest price • a welcoming space for people to drink tea/coffee and spend time in community.

MAIN DUTIES AND RESPONSIBILITIES

The Food Pantry Co-ordinator has overall responsibility for the safe running of the service, in accordance with the Food Pantry policy and all other relevant policies of RGC. The Co-ordinator, as a leader, sets the 'tone' of loving, inclusive, respectful support to the Members.

The Co-ordinator will provide an annual written report to PCC and APCM, and, if requested, additional reports directly to PCC (not to exceed one per year). The Co-ordinator is also responsible for updating and encouraging the congregations about the service, so that this becomes a shared outreach activity by the whole church.

Specifically, the Co-ordinator is responsible:

- jointly with the Ministry Team, for recruiting volunteers according to the Safer Recruitment policy;
- for training volunteers;
- for organising rotas and ensuring the rotas give all sessions the minimum numbers of staff to run (or, if not, closing the session or reducing the service offered to safe levels).

The Co-ordinator is responsible for ensuring shopping is undertaken before shopping sessions to fill any food 'gaps', and that wastage of food is minimised by developing and maintaining relations with local organisations that can take surplus food.

The Co-ordinator will provide leadership to all volunteers, be accessible and empathetic to volunteers who wish to provide feedback, make requests or raise concerns, and will be alert to making minor operational changes to assist the smooth and safe running of the service.

The Co-ordinator is responsible for collating relevant service statistics, such as numbers of Members attending each session, for holding formal service review sessions, and developing proposals for major changes to the service and for grant applications.

The Co-ordinator has overall responsibility for governance of the service, in particular, for ensuring subscription money is properly accounted for and banked, that required volunteer training is kept up-to-date, and that a register is maintained of which volunteers have been recruited against which roles.

The Co-ordinator is responsible for maintaining the service relationship with Faith: for accessing advice and support from them and sharing experience with them, and, for all aspects of liaison over food and basic goods' deliveries. Where issues arise regarding membership of an individual or family, the Co-ordinator will liaise with YLP regarding any action to be taken.

Supervisor roles

In addition to carrying out a coordination role, the Co-ordinator will also undertake the following **Supervisor** roles. The Co-ordinator is responsible for ensuring there are other safely recruited and trained Supervisors rota'd to cover the Co-ordinator's leave and available to be called on to cover for the Co-ordinator's sickness absence.

There will be one Supervisor for each session (stock taking sessions & shopping sessions).

Supervisors are responsible for providing leadership and oversight during stock taking sessions and shopping sessions. They will be key holders, and so will arrive first and leave last for the session. At the close of a session they are responsible for ensuring all cash is locked in the safe, and for ensuring all interior and exterior doors are locked and the alarm is set. They are also responsible for ensuring weekly shopping lists are maintained and communicated to the Co-ordinator.

Shopping Sessions

The Supervisor will ensure that all those rota'd have turned up and, if not, take decisions on whether and how to offer a reduced service or to close the session. They will ensure that all volunteers are clear about their roles, and that everything is properly set up (including the provision and prominent display of ingredients' lists in the café area) and membership records are accessible before the doors are opened to Members. When everything is set up, they will lead the volunteers in a time of prayer.

During the session, the Supervisor will be the 'go to' person for the other volunteers, eg if they are unsure which agency to signpost a member to, if a Member's behaviour becomes challenging, if unforeseen issues arise. It will be their responsibility to make 'on the spot' decisions to deal with such events, taking account of relevant RGC policies, and, in particular, our Safeguarding policy.

As events allow, the Supervisor will join those in the café area to chat with and listen to Members.

At the end of sessions, the Supervisor will ensure that all Members leave in a timely manner, that appropriate clearing up is undertaken and the church building is left in a good state for the next activity or service to be held. They will ensure that 'use by' dates on remaining stock are checked and a volunteer is nominated to take food that will not last until the next shopping session to an agreed local recipient organisation. They will ensure that two volunteers are nominated (usually two Welcomers) to reconcile subscription monies with

attendance numbers and to record the amounts, and that the money is safely stored in a separate cashbox in the safe until the money can be banked.

Stock Taking Sessions

The Supervisor will check whether all those rota'd have turned up.

During the delivery, the Supervisor is responsible for ensuring the number of pallets delivered is agreed with the FareShare driver, and that they are safely transported and unloaded to the church. If the delivery is delayed, the Supervisor is responsible for liaising with Faith or Fare Share to determine whether the delivery can still be safely received. The Supervisor will oversee the separation of any items with 'use by' dates that will not last until the next shopping session, for delivery to an agreed local organisation. They will oversee food being stored appropriately, with items showing the shortest 'use by' dates at the front.

At the end of the session, the Supervisor is responsible for ensuring that all packaging material has been appropriately disposed of and that a volunteer has been nominated to take the short 'use by' date food to the agreed local organisation.

Stock Taker role

In addition to covering Supervisor roles during sessions, this Co-ordinator role will also be expected to carry out a **Stock Taker** role during stock taking sessions, whenever there are fewer than two safely recruited and trained Stock Takers present. The Co-ordinator is responsible for ensuring there are safely recruited and trained Stock Takers rota'd to cover the Co-ordinator's leave and available to be called on to cover for the Co-ordinator's sickness absence.

There will be 1 or 2 Stock Takers for each stock taking session.

The primary roles of the Stock Takers are the receipt of new deliveries of foods and other basic goods, and sorting of stocks.

Upon arrival at their session, Stock Takers should wheel the trolleys into the hall for easier access when deliveries arrive. They will check the stock for any foods with short 'use by' dates that will not last until the next shopping session, separating such foods out for delivery to an agreed local organisation. If time, they should then order all stocks so that foods with the shortest 'use by' dates are brought to the front of the trolley, fridge and freezer shelves.

Deliveries will be from both a local supermarket and FareShare. Check stock from local supermarket against delivery note, and if any discrepancies alert the supervisor.

When deliveries arrive from FareShare, Stock Takers will sign for the number of pallets received. All items received will be checked for short 'use by' dates: any foods that will not last until the next shopping session will be recorded and set aside for delivery to an agreed local organisation. All other items will be safely and appropriately shelved, so that all food items are stored in increasing 'use by' date order. All waste packaging will be separated into recyclable and non-recyclable items and disposed of appropriately.

When all expected deliveries have been received and stored any low stock levels will be reported to the Supervisor. The trolleys will then be wheeled back into the walk-in cupboard.

Training required

This role requires the Co-ordinator to be up-to-date with the following training:

- Level 2 Food Hygiene and safety for catering and Food Allergen and Awareness
- Leadership Safeguarding module from the Church of England
- Basic and Foundation Safeguarding modules from the Church of England
- Domestic Abuse module from the Church of England.

- DBS - Enhanced against both vulnerable adults and child lists
- Manual handling

The Co-ordinator must also be familiar with the Reading Gateway Safer Recruitment policy and procedures.

Your Working Conditions

Part Time: 12 hours per week (as described above)

Location: Working from the St Barnabas site of the parish of Reading Gateway Church for approximately 7 hours, with the remainder worked flexibly from home or attending meetings. St Barnabas site address is: Elm Rd, Reading RG6 5TS.

Contract: Initial one year fixed-term contract, following satisfactory completion of a probationary period of 3 months and a full review at this point. There may be an option to extend for a further two years subject to funding.

Salary: £12.71 per hour, with an increase in line with the Real Living Wage in April 2027.

Expenses We will pay legitimate expenses

Pension: Eligible employees will be automatically enrolled into the church's workplace pension scheme in accordance with the Pensions Act 2008.

Holidays: Annual leave entitlement is set out in the Contract of Employment and Employee Handbook.

The Equality Act 2010 Schedule 9 part 1(1-3) applies to this post. The post is restricted to practising Christians.

The above role description is not intended to be exhaustive and may be subject to change, which will be done in discussion between the post holder and Rector.

PERSON SPECIFICATION – FOOD PANTRY CO-ORDINATOR

Factor	Essential	Desirable
Qualifications and Professional Knowledge	English and Mathematics qualifications to at least GCSE 1 or equivalent	
Experience	• Experience of managing and motivating staff, whilst also working as part of a team.	• Previous experience of working in disadvantaged communities
Faith and Values	• A strong personal Christian faith consistent with the Occupational Requirement under Schedule 9 of the Equality Act 2010. • A practising Christian and active member of a recognised Christian church. • Commitment to Reading Gateway Church's Vision and Values and the integration of faith and outreach within the Food Pantry service.	• Experience of Christian ministry, pastoral care or church-based community outreach.
Knowledge and Skills	• Good IT skills, including Microsoft 365 (Outlook, Word, Excel, Powerpoint and Teams). • Ability to maintain accurate records and prepare reports. • Good organisational and time management skills. • Ability to prioritise workload and manage competing demands.	
Communication and Interpersonal Skills	• Excellent communication skills, both written and verbal. • Ability to communicate sensitively with people from a wide range of backgrounds. • Good listening skills. • Ability to build positive working relationships with clients, volunteers and partner organisations. • Ability to encourage, motivate and empower others.	• Experience of partnership working with external agencies.
Personal Qualities	• Honest, trustworthy and able to maintain confidentiality.	• Experience of supervising or supporting volunteers.

Factor	Essential	Desirable
	• Compassionate, caring and respectful. • Reliable, punctual and dependable. • Able to work independently and as part of a team. • Flexible and adaptable. • Professional, approachable and resilient.	• Demonstrates leadership potential.
Safeguarding and Compliance	• Commitment to safeguarding children, young people and adults at risk. • Willingness to undertake all required safeguarding training. • Understanding of confidentiality and data protection responsibilities. • Commitment to complying with Health and Safety policies and safe working practices. • Willingness to work in accordance with Reading Gateway Church policies and procedures.	• Previous safeguarding training appropriate to the role. • Knowledge of UK GDPR and information governance within health or charity settings.
Working Requirements	• Full UK driving licence and access to a vehicle insured for business use. • Willingness to travel to the St Barnabas site and other meeting venues in Reading. • Ability to work alone safely and as part of a multidisciplinary team.	• Knowledge of the local community within south Reading.