



Foodbank Manager

Reports to: Head of Empowerment & Support Services

Hours: Full Time, 37.5 hours per week. Mon-Fri, occasional evenings and weekends

Salary: £30,000

Location: Hemel Hempstead, with occasional travel

JOB DESCRIPTION

OVERALL PURPOSE

To lead and manage the day-to-day operations of Dacorum Foodbank, ensuring the effective delivery of emergency food support to individuals and families in crisis. The Foodbank Manager will oversee a team of staff and volunteers, manage suppliers, stock and logistics, and work collaboratively with supporters, internal teams, referral agencies and support services to provide holistic, person-centred support. You will support the team to manage ad-hoc donations and potentially challenging situations with empathy and professionalism.

DUTIES AND RESPONSIBILITIES

Operational Management

- Oversee the daily running of the Foodbank and our distribution centres in line with Trussell guidelines and DENS policies and procedures.
- Manage food stock levels, including collections, donations, storage and distribution.
- Ensure accurate record-keeping of referrals, stock movement and service usage.
- Carry out risk assessments and uphold compliance with H&S and food safety standards.
- Ensure safeguarding and data protection policies are implemented and adhered to.

Team Leadership

- Recruit, train and supervise Foodbank staff and volunteers, including rota management.
- Provide ongoing support, supervision and development opportunities.
- Foster a positive, inclusive and values-led team culture.

Partnership Working

- Ensure clients are welcomed with dignity and offered appropriate support.
- Build and maintain relationships with referral agencies, food suppliers and community partners.
- Work with the DENS Fundraising team to generate and maintain support from the community.
- Represent DENS and the Foodbank at external meetings where required.

Monitoring and Reporting

- Oversee the use of Trussell's data collection system to record stock in and out, and vouchers fulfilled.
- Monitor service performance and produce regular reports for management and funders.
- Contribute to service development and continuous improvement initiatives.
- Support fundraising and awareness-raising activities as required.



PERSON SPECIFICATION

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • GCSE level English and Maths or equivalent 	<ul style="list-style-type: none"> • Food Safety certificate or willing to complete • Qualifications in warehouse management or willingness to work towards • Full driving licence
Knowledge & Experience	<ul style="list-style-type: none"> • Supervisory or management experience • Partnership working and community engagement • Understanding of H&S, safeguarding, data protection/confidentiality, and equality and diversity 	<ul style="list-style-type: none"> • Experience of working or volunteering in a Foodbank or other charity • Understanding of poverty, homelessness, welfare benefits and the wider support landscape • Knowledge of local support services and referral pathways
Skills & Abilities	<ul style="list-style-type: none"> • Strong written and verbal communication skills • Strong leadership and people management skills, able to delegate • Organisation and problem-solving skills • Able to prioritise and manage time effectively • Good IT skills • Able to work independently and unsupervised 	<ul style="list-style-type: none"> • Volunteer management • Experience of data collection and reporting
Personal Qualities	<ul style="list-style-type: none"> • Compassionate, non-judgemental approach • Ability to build and maintain professional relationships • Committed to collaborative working • Adaptable and flexible • Able to lift and move food parcels safely (training provided) • Passionate about helping rebuild lives 	



HOW TO APPLY

Please read the full Job Description & Person Specification. If you match our criteria:

- Submit your CV, including your Supporting Statement, to HR@dens.org.uk.
- We may interview and offer the role to a suitable candidate before the deadline on the job advert.

Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS visit www.dens.org.uk