



Job Description – Community Food Manager

Post:	Community Food Manager, Made in Hackney (MIH)
Hours:	4 days a week
Location:	Combination of meal service kitchen (Hackney) and home based
Salary:	£26,400/annum pro rata 4 days/week (£33,000/annum full time equivalent)
Contract:	Permanent

SUMMARY

This is an exciting and rewarding role leading Made In Hackney's community meal service.

Since the start of the COVID-19 lockdown in March 2020, Made in Hackney has pivoted from a community cookery school providing face to face cookery classes to a free direct to door meal delivery service for households in need of support. We have now committed to establishing the service as a core part of MIH's programme of activities for the foreseeable future as funding allows.

The successful candidate will have experience in team leadership and managing staff and volunteers within a community food setting. They will have experience in logistics management - from procurement to deliveries and be confident they can learn and operate a bicycle courier routing app. They will enjoy attention to detail and have a meticulous ability for complex scheduling, multi-tasking and operations management. Experience or knowledge in working with routing apps, spreadsheets and CRMs will be a distinct advantage.

The candidate will have experience in working with a wide range of people and personalities and be confident collaborating with and building strategic partnerships with diverse community organisations to learn from and further develop our community food services. They will have a passion for community building, health and wellbeing, and environmental issues – our three organisational pillars of impact. They will understand and support our aspirational food policy but most importantly be an advocate of plant-based eating.

The experience of working for Made in Hackney is varied, unique and rewarding. There is plenty of room for the successful candidate to be creative and bring new ideas for developing the service.

SUMMARY

Responsibilities include:

A) Team Leader

Managing and supporting the meal service logistics team, chef team and meal recipients

- Hold a complete overview and vision for the community meal service
- Streamline existing processes and identify opportunities to innovate on an ongoing basis
- Coordinate and facilitate regular logistics team meetings and follow up any actions
- Liaise with the chef team to ensure meals are created as required and that the kitchen facilities are appropriate to do so
- Manage a team of logistics volunteers and support them to deliver their roles efficiently
- Oversee and update changing circumstances of meal beneficiaries and manage the phone helpline
- Problem solve any challenges and issues that arise compassionately

Managing the cycle courier team

- Oversee the recruitment, training and invoicing for cycle couriers as necessary
- Plan and communicate the weekly cycle courier schedule
- Manage the courier WhatsApp group, and troubleshoot issues

Venue Management

- Manage ongoing contract with venue and relationship with landlord
- Work with the kitchen team to identify a new larger venue to move the existing meal service operations to

B) Finance & Procurement

- Explore and launch new revenue streams to make the meal service more sustainable eg, a lunch time take away service
- Secure, manage and record all procurement of food and products, including donated items
- Maintain oversight of community food service budget, income and expenditure with support from Finance Manager and Development Manager
- Support relationship development with organisational and individual donors and supporters through leading kitchen visits and identifying volunteer opportunities as needed

C) Building Community Partnerships

- Build strategic partnerships with diverse community organisations
- Work with a wide range of diverse people, personalities and communities
- Ensure that the team have the right tools, resources and training to provide additional support or information to community members and are aware of referral pathways within Hackney.

D) HR, Training, Health and Safety & Safeguarding

- Participate and contribute in wider MIH team meetings and organisational strategy discussions
- Undertake regular Health and Safety risk assessments to ensure safe operation of the meal service premises including working in line with a Food Safety Management System and conducting HACCP risk assessments
- Ensure members of the team all have the required level of training in health & safety and safeguarding as necessary
- Collaborate with Volunteer Manager to identify any needs for additional support on the logistics/courier team
- Report any safeguarding and data protection concerns to MIH's Safeguarding Lead

PERSON SPECIFICATION

- Experience as a team leader, managing and supporting a diverse team
- Experience in providing and managing regular feedback in a team
- Experience in building strategic partnerships with community organisations, corporates and brands
- Strong communication and interpersonal skills
- Excellent organisational skills and the ability to manage a variety of tasks simultaneously
- Experience in using CRMs - confident and meticulous in data management
- Ability to take initiative, be flexible and think creatively on a very limited budget
- Ability to deal with, and have empathy for, the needs of a diverse range of people including at risk groups
- A passion for plant-based food
- Enthusiasm, energy and a positive attitude

BENEFITS

- Flexible working arrangement with combination of working from MIH meal service kitchen and from home

- Training provided in Safeguarding Adults and Children, Emergency First Aid, Food Safety and Salesforce CRM etc
- Employee Assistance Programme (EAP) which includes counselling and physio
- Staff Wellbeing and social activities throughout the year
- Pension Scheme
- Staff discount of 15% in Food For All Shop;

Equal Opportunity and Anti Racism

We have a strong commitment to promote diversity, equality and equal opportunities. We welcome applications from underrepresented groups, whether these be of ethnicity, gender, identity, religion, physical ability, sexual orientation or other.

Made In Hackney is on a journey of embedding anti-racism practice into all areas of our work. The Community Food Manager would welcome this and participate in this organisational journey.

To Apply:

Please either:

- 1) Fill in our [online application form here](#) or
- 2) Send in a short 5-10 minute video application explaining why you feel you're appropriate for the role

Deadline: 5pm Friday 10th September 2021

Interviews: Thursday 16th and Friday 17th September 2021

Post commences: Monday 4th October 2021.

Background on Made in Hackney

Made in Hackney is a community cookery school and charity. We teach vital cooking, composting and food growing skills that are good for people and planet. In our classes we draw people's attention to the much-overlooked reality of, 'without a healthy planet, how can we be healthy people?' We therefore teach people in fun and inspiring ways healthy eating and lifestyle skills alongside environmental best practice.

Our courses are attended by local charities, housing associations, support groups and community groups most in need of developing food skills. We also run courses in other community kitchens around London such as the Redmond Community Centre, Lea View Hall, and in Age UK community centres in Barnet and Peckham. We are currently running our classes online due to the covid19 pandemic and plan to reintroduce very small face to face classes in our new venue Liberty Hall from October.

For our COVID-19 crisis response we set up a free direct to door borough wide meal delivery service and juicing service. The juicing service has ended but the meal service continues.

Instagram madeinhackney **Twitter** @Made_In_Hackney