



Job Specification – Operations Manager Stockport Foodbank

Job Title

Operations Manager

Reporting to

Line Manager/ Trustees

Hazel Grove Baptist Church, Station Rd, Hazel Grove, Stockport, SK7 4EX

Contract

Full time, 37.5hrs/week, Mon – Fri 9:00am – 5:00pm

Salary: £30,000 - £35,000pa

5 week holiday plus bank holidays

Purpose of the Role

The Operations Manager ensures the safe, effective day-to-day running of the foodbank network, overseeing centres, volunteers, stock, compliance, and partnerships. The role provides operational leadership, line management, and reporting to Trustees, ensuring services align with Trussell guidance, organisational priorities, and the Christian ethos of Stockport Foodbank.

Key Responsibilities

Operations & Centres

- Act as the main operational contact for all foodbank centres, managing/overseeing day-to-day operational matters
- Work sessions at Tiviot Foodbank Centre and provide cover for Administrator and Warehouse Coordinator during annual leave.
- Liaise with Warehouse Coordinator regarding the opening and closing of HGBC.

Volunteers & People Management

- Lead volunteer recruitment by assessing need, filling roles, and ensuring paperwork is completed and shared with the Administrator.
- Coordinate volunteers for donations collections, food collection events, and corporate volunteer days.
- Organise the annual volunteers' event.
- Manage driver rotas for employed and volunteer drivers in conjunction with Warehouse Coordinator.
- Line manage delivery drivers, Warehouse Coordinator and Administrator, including monitoring annual leave.
- Act as Deputy Safeguarding Lead.

Stock, Logistics & Fleet

- Oversee stock management across centres, including supporting and assisting with the annual stocktake.
- Place and manage stock orders (Tesco, Morrisons, ad hoc FCT orders), handle invoices, and resolve queries.
- Purchase fresh fruit, vegetables, and additional stock during shortages.
- Monitor stock levels and oversee fresh produce distribution with Warehouse Coordinator, adjusting orders as needed.
- Oversee van-related compliance including insurance, MOTs, pest control, PAT testing, and fire/CO₂ extinguishers.

Partnerships & External Relationships

- Manage and strengthen relationships with supermarkets, corporate partners, and other foodbanks.
- Manage relationships with CAB and other advice agencies; submit CAB referrals as required.
- Oversee Financial Inclusion activity, including liaison with advisors, rota distribution, and maintaining tracking data.
- Alongside Managing Trustee, manage the relationship with the Trussell Trust, attend meetings, and act as point of contact for the Trussell Regional Manager.

Administration, Finance & Systems

- Provide operational admin cover for phones and emails when required and act as escalation point for general queries.
- Keep all Foodbank Databases up to date, liaise with all staff and trustees regarding mailing communications.
- Update website content, and support social media updates with the Administrator.
- Manage petty cash jointly with the Administrator and liaise with Finance on payments and expenses.
- Monitor and manage fuel and bread purchase floats.
- Set up and manage SumUp and oversee IT systems including email, mobile contracts, and SharePoint licences.
- Manage and administer discretionary clothing voucher schemes alongside the Administrator.

Governance, Compliance & Reporting

- Maintain risk assessments and oversee Health & Safety and maintenance across centres and warehouse.
- Ensure organisational policies and compliance documents are up to date with the Administrator.
- Review and implement Trussell best practice and update centre materials (e.g. picking slips) alongside Warehouse Coordinator.
- Handle complaints in line with policy.
- Prepare reports and provide regular updates to Trustees.

Person Specification

Essential

- Proven operational management experience
- Experience managing staff and volunteers
- Strong organisational and communication skills
- Ability to manage multiple sites and priorities

- Good understanding of health & safety, safeguarding, and compliance
- Confident IT user

Desirable

- Experience in the voluntary or charitable sector
- Knowledge of foodbank operations or Trussell guidance
- Experience working with Boards or Trustees

Other Requirements

- Flexibility to work across locations and during key events
- Commitment to the Christian values and mission of the organisation