

JOB DESCRIPTION

TITLE: Foodbank Coordinator

HOURS: Part-time, 30 hours per week (0.8 FTE) – some evenings and occasional Sundays

SALARY: £28,500 per annum *pro rata* (£22,800 per annum on 0.8 FTE)

LOCATION: London, NW3

REPORTING TO: Learning and Engagement Producer

ANNUAL LEAVE: 28 days (including Bank Holidays) *pro rata* + Jewish Holidays that fall on working days

CONTRACT: Fixed-term maternity cover, circa 10 months (mid-October 2026 – September 2027)

PURPOSE OF ROLE:

JW3 is London's dynamic Jewish community and cultural centre, bringing people together through culture, learning, community and social action. Established in 2020, the JW3 Foodbank provides year-round food support to people across Camden. Today, we distribute around 150 food parcels every week with 60% delivered directly to people who need them. We also cook an average of 140 nutritious meals each week for local hostels and Foodbank service users. Through this work, the role contributes directly to JW3's wider vision, mission and values, helping to build a more connected, caring and resilient community.

Working within the Learning & Engagement function, the Foodbank Coordinator plays a central role in the successful delivery of this vital community service. The role is responsible for the smooth and effective running of the weekly Foodbank, liaising with and attending to service users, working with community partners and other stakeholders and supporting the Volunteer and Engagement Coordinator with JW3's bank of volunteers. It is a highly practical and people-focused role, helping to create a welcoming, respectful and inclusive environment for everyone who comes through our doors. The Foodbank Coordinator will also contribute to the ongoing development of the service, identifying opportunities to strengthen our provision, engage volunteers and partners, and ensure the Foodbank continues to respond to the needs of the local community.

RESPONSIBILITIES

Foodbank Operations and Delivery

- Oversee the day-to-day operation of the JW3 Foodbank, including sourcing and receiving food, coordinating deliveries, managing donations and stock, storage and inventory, distribution to beneficiaries, minimising food waste and management of the service user database.
- Coordinate the weekly preparation and distribution of food parcels, ensuring that the service is organised, efficient and responsive to the needs of Foodbank users.
- Develop and maintain effective systems for the intake, tracking and distribution of food, donations and food parcels.
- Ensure that all Foodbank activities are delivered safely and responsibly, with relevant procedures and policies in place, including safeguarding, and understood and followed by staff and volunteers.
- Act as the first point of contact for enquiries relating to the JW3 Foodbank.
- Develop and coordinate bi-annual welfare checks on service users in collaboration with the Volunteer and Engagement Coordinator and volunteers. Be present at key Foodbank events

and volunteer-led activities, including occasional evenings and Sundays, providing direction and support as required.

Volunteer Coordination and Support

- Coordinate and supervise Foodbank volunteers on site, creating a welcoming, inclusive and well-organised environment.
- Work closely with the Volunteer and Engagement Coordinator to ensure Foodbank volunteer records are accurate and up to date.
- Support the development and delivery of appropriate volunteer inductions, training and ongoing support.
- Work with the Volunteer and Engagement Coordinator to implement effective monitoring and evaluation, capturing relevant volunteering data and regularly assessing the effectiveness and impact of volunteering within the Foodbank.

Partnerships and Community Engagement

- Liaise with local organisations and community partners to understand the needs of Foodbank beneficiaries and strengthen the wider network of support available to them.
- Develop and maintain positive relationships with existing partner organisations, managing relevant partnership agreements and ensuring commitments are delivered effectively.
- Identify and develop new partnerships that could enhance JW3's Foodbank, its service users' experience and wider food provision.
- Work collaboratively across JW3, including with the Programming and Marketing teams, to develop and promote activities that raise awareness of and enhance JW3's food provision services, build connections with existing and potential audiences, and support the promotion of relevant JW3 social action programmes and activities.
- Contribute to creating a welcoming, inclusive and community-focused environment across all Foodbank activities.
- Research opportunities for JW3 to raise its profile, including speaking opportunities, awards and represent JW3 professionally to partners, volunteers and other stakeholders. Support the promotion of JW3's work and contribute to maintaining and enhancing the organisation's reputation.

Finance and Development

- Manage budgets for all activities within agreed parameters, including monitoring income and expenditure and producing timely financial reports.
- Negotiate financial arrangements with partners and providers where appropriate, ensuring agreed budgets and financial parameters are maintained.
- Identify opportunities for external programme and project funding and work with colleagues in the Development team to secure funding and fulfil reporting requirements.
- Contribute to JW3's wider vision, mission and values and work collaboratively with colleagues across the organisation.
- Attend all relevant staff meetings, supervision sessions, training days and other organisational meetings as required.
- Undertake other reasonable duties as required by the line manager or a member of the Senior Leadership Team.

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Essential Skills & Experience

- Experience of coordinating community initiatives or services, including planning, delivery and evaluation.
- Experience of working successfully with and supervising volunteers, in a management, coordination and/or support capacity.
- Some experience of safeguarding and working appropriately with people and/or communities who are vulnerable or at heightened risk.
- Highly organised with excellent time-management skills and the ability to coordinate multiple responsibilities while maintaining strong attention to detail.
- Ability to navigate competing priorities and manage time-sensitive issues calmly and professionally.
- Excellent interpersonal skills, with the confidence to build and maintain positive relationships with volunteers, colleagues, service users, partners and external stakeholders at all levels.
- Excellent written and verbal communication skills.
- Proactive and solution-focused, with the ability to anticipate issues, think on the spot, take initiative and resolve problems effectively.
- High level of IT proficiency, with confidence using standard office and administrative systems.
- Ability to work collaboratively and effectively as part of a team while also taking responsibility for delivering work independently.

Personal Approach

- Friendly, approachable and committed to creating a welcoming and inclusive environment for volunteers, service users and community partners.
- Flexible, proactive and willing to adapt to the changing needs of the Foodbank, team and wider organisation, including occasional evening and weekend work.
- Committed to JW3's values and to delivering a high-quality, respectful and community-focused service.