**Laurence's Larder**



**JOB DESCRIPTION AND PERSON SPECIFICATION: PROJECT DEVELOPMENT MANAGER**

**JOB DESCRIPTION**

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| **Job title** | Project development manager, St Laurence’s Larder and Open Kitchen |
| **Contract and pay** | 18-month fixed-term contract £x annual equivalent with a three-month probation period |
| **Reports to** | The chairman of the board of trustees |
| **Accountable to** | The board of trustees |
| **Hours of work** | Full-time: 35 hours a week not including breaks |
| **Base** | Home initially mostly and at Christ Church with St Laurence church on the corner of Christchurch Avenue and Willesden Lane, NW6, with travel to partner organisations as required as restrictions permit. |
| **Starting date** | TBA |

**WHO WE ARE**

St Laurence’s Larder and Open Kitchen (“the Larder”) provides a warm welcome and fresh food for those who struggle to make ends meet in our community and beyond.

Before the pandemic forced us to curtail our services, we were open every Tuesday and Thursday from 10am to 1.30pm to anyone in need – no referral needed. Our usual service provides:

* a three-course meal which was typically soup, a pasta dish or other substantial dish such as cottage or fish pie followed by a pudding such as crumble and custard or fruit salad. For those in even greater need, we can provide dried and tinned food for a few days to take away
* clothes washing facilities
* showers
* a clothes bank
* opportunities for guests to get advice and support on drug, alcohol, benefits and housing issues from partner organisations
* food parcels for families at a local school.

Social distancing requirements meant we had to close for a few months, but since we re-opened in September we have been offering take-away hot meals and store cupboard essentials in order to provide a service to our guests while minimising social contact.

The Larder is currently run entirely by volunteers and relies upon donations to meet its essential needs. It works closely with community groups, charities, churches and other faith groups, businesses and the public to support our guests. They include people who are homeless, have mental health problems and problems with drugs and alcohol, are ex-offenders, refugees and asylum seekers.

**THE ROLE OF THE PROJECT DEVELOPMENT MANAGER**

This 18-month fixed contract role is supported by Brent Council through its Neighbourhood Community Infrastructure Levy (NCIL) fund. It will build on our work to date, taking lessons from the COVID-19 pandemic, to develop the Larder into a community hub operating as part of a matrix of local services working to address need.

This will involve working with the trustees to establish a project development plan (PDP) to establish:

* the nature of the need the Larder will seek to help address, in collaboration with our partners
* the potential for the Larder to address this need now and in the future
* the developments that will be needed to reach our potential
* a strategy to achieve these developments.

For example, an obvious local need is for preventive healthcare and it is clear that the Larder, as well as nourishing its guests with food and company, could also increase access to vaccinations and advice about preventing coronary heart disease and diabetes.

The project will also:

* work with the trustees to develop a plan to put the Larder on a more sustainable financial footing
* ensure the Larder establishes a development programme for its volunteers, both to help them with any immediate welfare needs and to offer opportunities for them to develop skills to support the Larder’s strategy
* develop the Larder’s relationships with its donors and increase its digital footprint to support a significant uplift in our philanthropic income.

**OVERALL RESPONSIBILITIES**

* Project manage the development of the Larder over the next 18 months
* Deliver the PDP as agreed with trustees and Brent’s NCIL Team
* Oversee the operation of the Larder, with concern for its strategic direction, operational efficiency and standards
* Together with the trustees, develop a long-term sustainability plan for the Larder after completion of the contract.

**KEY TASKS**

**1. Strategic development**

Supported by the trustees, you will:

* shape and implement the NCIL Project Development Plan
* conduct a needs assessment to inform future development
* research, evaluate and advise the trustees on ways to make the Larder financially viable in the long term.

**2. Project management**

You will:

* deliver the NCIL Project as agreed with the trustees and Brent Council
* ensure the project is delivered on-time, within scope and within budget
* agree the project plan, baseline data, key deliverables and timelines with the trustees
* create and maintain comprehensive project documentation
* measure project performance using appropriate tools and techniques
* develop spreadsheets, diagrams and process maps to document progress
* provide regular performance reports to the trustees and Brent Council
* perform risk assessments and maintain a risk register to minimise and mitigate risks
* report and escalate to trustees as appropriate
* advise trustees on any suggested project variations/project developments and seek approval from them for any changes to the project scope, project schedule, deliverables
* establish and maintain relationships with third parties
* delegate project tasks based on volunteers’ individual strengths, skill sets and experience levels
* meet budgetary objectives
* use and continually develop leadership skills
* perform other related duties as assigned.

**3. Operational**

Restore the pre-COVID range of services, under appropriate COVID-19 restrictions, including:

* opening a community kitchen hub and service to help prevent isolation
* restarting showers, laundry facilities and clothing bank
* resuming sessions involving B3, Ashford Place and other partners
* once the needs assessment is available, engaging with other potential partners to help address the established needs.

Ensure the future operations of the Larder by researching, evaluation and planning regular two-way communications with all stakeholders including:

* guests and volunteers
* current and potential donors of food including Felix Project, City Harvest, supermarkets, churches etc
* individual donors
* statutory and voluntary agencies across the area including B3, Ashford Place, Brent NCIL officer(s)
* other charities and community groups including Sufra NW London, Foodbanks, Gift your neighbour, QPARA, BFAN, Local Mutual Aids groups
* trustees of Laurence’s Larder Charity, including attending and reporting to Larder committee meetings
* Christchurch with St Laurence Leadership including regular liaison meetings
* the local network of Anglican churches and other faith groups
* others as required.

**DAILY TASKS**

**1. Oversee the day to day running and management of all Larder processes in line with policies and procedures.** You will:

* receive, acknowledge and appropriately document all donations eg food, clothing, money
* manage all aspects of the operations including the community kitchen, takeaway service, showers, clothing bank, store cupboard including managing stock levels and necessary purchasing
* develop and maintain policies and procedures, ensuring methods of working are documented and agreed with trustees
* collect data in line with GDPR rules
* ensure all guests are treated with respect and dignity
* monitor and respond promptly to all queries and requests via various channels
* ensure that all financial processes are followed
* undertake risk assessments and ensure all relevant incidents are recorded
* ensure Larder trustees are kept apprised of any significant issues eg complaints, media contact, regulatory issues
* provide reports to the trustees verbally and in writing at trustees’ meetings
* support clear and helpful communications between trustees, staff and volunteers.

**2. Manage the recruitment, training and development of Larder volunteers in line with policies and procedures.** You will:

* design and run a volunteer induction and development programme ensuring volunteers feel valued and have opportunities to improve their skills
* ensure volunteers are trained in food hygiene and health and safety
* establish regular face-to-face, electronic and paper communications with volunteers
* ensure DBS checks are maintained
* develop volunteer roles and job descriptions
* ensure volunteers are assigned to appropriate duties
* devise a volunteer recruitment programme.

**3. Public relations**

You will be the first point of contact for the Larder and will be pivotal in raising its profile and enhancing and maintaining its reputation. You will:

* establish and nurture relationships with partners including Brent Council, local churches, food banks and advice agencies. This may occasionally involve public speaking
* use local events and media to promote awareness and the profile of the Larder
* ensure that the Larder phone, email and social media accounts are monitored and updated on a regular basis
* support the further development of the website and social media channels, ensuring that all donations and enquiries are responded to promptly and encouraging two-way communications on digital platforms, particularly social media
* establish a system to ensure that all major donors or money or goods are thanked promptly and that all donations are acknowledged as soon as possible
* draft copy for the media, where appropriate, for approval by the trustees
* ensure the signposting function of the Larder operates to a high standard and is regularly reviewed for quality assurance.

**4. Finance**

The probity of any charity’s operations is crucial and the trustees will rely on you to:

* comply with all established financial procedures and suggest improvements where necessary
* help the treasurer to set and monitor budgets and ensure the regular presentation of details of payments and receipts and other supporting documents to enable proper accounting
* suggest fundraising strategies to the trustees and submit plans to execute them
* ensure that all proposals for projects to meet the community’s needs are underpinned by robust data/other evidence.

**PERSON SPECIFICATION**

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| **Key skills and knowledge** | Essential | Desirable |
| Self-motivated and an ability to work independently with minimum supervision | ✔ |  |
| Experience of managing a project or ability to demonstrate a clear understanding of the skills and processes required to deliver a project | ✔ |  |
| Ability to communicate effectively both in formal and informal settings via excellent written and verbal communication | ✔ |  |
| Operational management experience; good organisational skills | ✔ |  |
| Ability to record/collate information and interpret statistical data and produce reports | ✔ |  |
| An awareness and interest in current social/political issues that may affect our client group and the work of the Larder | ✔ |  |
| Understanding of importance of key policy areas including equality and diversity, safeguarding, health and safety. | ✔ |  |
| Confident user of social media | ✔ |  |
| Experience of working in the voluntary sector, ideally to relieve poverty |  | ✔ |
| Experience of managing people and the recruitment/training/ support of volunteers |  | ✔ |
| Fundraising experience |  | ✔ |
| Experience of working in catering/food preparation |  | ✔ |
| Car driver with access to own vehicle |  | ✔ |

**Personal attributes must include:**

* good listening and “front-of-house” skills
* a passion for tackling poverty, deprivation and injustice and wanting to help those in need or who are marginalised within our community
* empathy and an ability to work with a diverse range of people in an inclusive and proactive way; non-judgmental and positive attitude towards people who are in need
* experience of working with sensitive and/or confidential matters
* flexible approach to working hours (some weekend and evening work will be required).

The requirement outlined in the job description and person specification are not exhaustive and are subject to change to meet legislative requirements.