



FLITWICK TOWN COUNCIL

JOB DESCRIPTION/PERSON SPECIFICATION

Post:	Community Services Assistant
Post No:	FTC Community Services Team
Responsible to:	Community Services Manager
Responsible for:	Community Fridge & Food Hub

Job Purpose

This role will assist with the coordination of the Flitwick Community Fridge & Food Hub operation, aiming to successfully cut food waste, build stronger bonds within the community, and provide people with access to nutritious food.

Main Responsibilities

1. To coordinate the daily operation of the Food Hub at The Rufus Centre, including liaising with partner organisations to collect and distribute food.
2. Coordinate daily food collections and stock rotation, ensuring all food is recorded and all food passes through the Community Fridge before being redistributed.
3. Complete daily monitoring of established health and safety procedures for the Community Fridge, its staff, volunteers, and service users, to ensure food safety, including cleaning and waste disposal.
4. Work with the Community Services Officer to recruit and sign up new volunteers, including providing training.
5. Be responsible for coordinating volunteers for food collections and the operation of the Food Hub.
6. Stepping in to cover deliveries or operations at the Food hub on an exceptional basis if volunteers are unavailable.
7. To have a basic level of record keeping, planning and experience of working with community groups.
8. Support, monitor and communicate effectively with our volunteer team via our WhatsApp Community and signup.com.
9. Communicate regular updates to volunteers and quickly address issues that arise at the Food Hub.
10. Work as part of the team to promote the service via social media, including daily posts advertising stock availability.
11. Assist with consistent data collection at the Community Fridge which is used to monitor impact.
12. To assist the Marketing and Communications Manager by providing content and imagery to be uploaded to the website and Flitwick Papers.
13. To assist the Community Services and Amenities Manager in developing and implementing a Community Engagement Policy.
14. To identify opportunities where Flitwick Town Council can support the local community as part of the Community Services Strategy.

15. To help the Council work in partnership to develop better health outcomes for the town and surrounding communities
16. To support initiatives which will strengthen and expand the voluntary and community sector organisations in the town.
17. Identify ways to engage with and support the more vulnerable in society and the “hard to reach” groups.
18. To observe the principles of customer/client care, equality, quality management and good health
19. Support the manager in achieving the objectives for your team and contribute to the wider Council-wide objectives where possible.
20. Any other duties that may reasonably be required in line with your main duties and to undertake other tasks allocated by the Council which are within the competence and capability of the post holder.

PERSON SPECIFICATION

E = Essential
D = Desirable

FACTOR	REQUIREMENT
QUALIFICATIONS	<ol style="list-style-type: none"> 1. A good general education (E) 2. Evidence of Continual professional development. (D)
EXPERIENCE	<ol style="list-style-type: none"> 3. Experience of working with disadvantaged or vulnerable people (E) 4. Experience of working in the voluntary sector and community partnerships (D) 5. Experience of organising, overseeing and evaluating community projects. (D) 6. Coordinating volunteers in community projects. (E) 7. Experience of working in multi-disciplinary teams and delivering services to customers. (D) 8. Experience of working with and supporting community and voluntary organisations. (D) 9. Experience in safeguarding (D)
KNOWLEDGE/ SKILLS	<ol style="list-style-type: none"> 12. Knowledge and understanding of volunteering, the role it can play and the administrative framework important for success. (D) 13. Able to communicate well, face to face, over the phone, and in writing. (E) 14. Confident working with the public. (E) 15. Ability to communicate and gain support from clients, partners, and visitors. (E) 16. Self-motivated, able to work independently and within a team. (E) 17. Friendly and personable. (E) 18. Knowledge of food health and safety guidelines and experience with applying such guidance through a related role (e.g., catering, cafe/restaurant experience). (D) 19. Knowledge of Flitwick Town Council, its services, and commitment to the community. (D) 20. Good ICT skills using a range of formats. (E) 21. An awareness of social inclusion matters. (E) 22. Ability to keep accurate records and prepare/ present performance reports. (D) 23. Ability to balance conflicting demands and to find acceptable ways forward. (E)

Personal Style and Behaviour	<ul style="list-style-type: none">24. Ability to work under pressure and have a flexible approach to achieving deadlines. (E)25. Commitment to equal opportunities and social inclusion. (E)26. The post-holder will need the flexibility to undertake some evening and weekend work and work shifts at the Community Fridge on short notice. (E)27. A Food Hygiene Certificate, Level 1 or above, attained within the last 3 years. (D)28. A valid driver's license. (E)
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