

HAYS Executive



Swindon Food Collective

Operations Manager - Part-time

Candidate Information Pack

Presented by:

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We are here to help.

Welcome

Dear candidate,

I would like to thank you for your interest in joining Swindon Food Collective as our new Operations Manager.

We are an independent charity that aims to help people in Swindon, or the surrounding area who are suffering from financial hardship and finding it difficult to provide food for themselves, their family or dependants.

We receive donations of non-perishable, tinned or dried food, pet food and toiletries from churches, schools, local companies, community groups, supermarkets and individuals and currently feed nearly 10,000 people per year, one third of these are children.

We work with many approved organisations, schools, doctors and social workers who can refer people in crisis to us. As well as providing food to address food poverty, we also provide a friendly chat and try to signpost people for further help. Indeed, it is this 'signposting' or working with people to enable them to enhance their lives where we see our services evolving. We are also reviewing how we can best utilise short-life foods. We have 11 distribution centres around Swindon and surrounding areas where food can be collected.

Due to an internal move, we are seeking to appoint a new Operations Manager who will ensure we meet the demand for our services, providing help and support to people in crisis in the local community and positively supporting all staff and volunteers in their different roles.

This role oversees logistics, streamlining of processes, and optimises resource allocation to meet the needs of the community while minimising waste and is the linchpin that keeps the food bank service running smoothly and effectively.

We are financially sound and have the resources to develop our service offering. We have recently hired a Finance Manager, created a new post as Business Strategy Manager and are also out to market to appoint a Chief Executive Officer. Perhaps you know of a friend or colleague who may be interested in a CEO opportunity?

Your background is not important. What is important is your ambition to address food poverty in the Swindon region and support the population. You will be an experienced Assistant or General Manager / Deputy COO or COO with experience in day-to-day operational management, staff management and, ideally supply chain logistics as well as working in an environment where H&S is important.

Having recently joined Swindon Food Collective as Chair, I am ambitious about the charity and its operations and believe this is an exciting opportunity to create a modern, innovative charity to address food poverty in our communities.

There are few organisations like ours within the region which give you the opportunity to make a real difference to the lives of people in Swindon and the opportunity for addressing food poverty.

Join me in transforming Swindon Food Collective and the lives of people in Swindon.

I very much look forward to reviewing your application.

David Cryer,
Chair
May 2025



Additional information

Below are several hyperlinks to additional information for your review.

[About us | Swindon Food Collective](#)

[Our impact | Swindon Food Collective](#)

[Events | Swindon Food Collective](#)

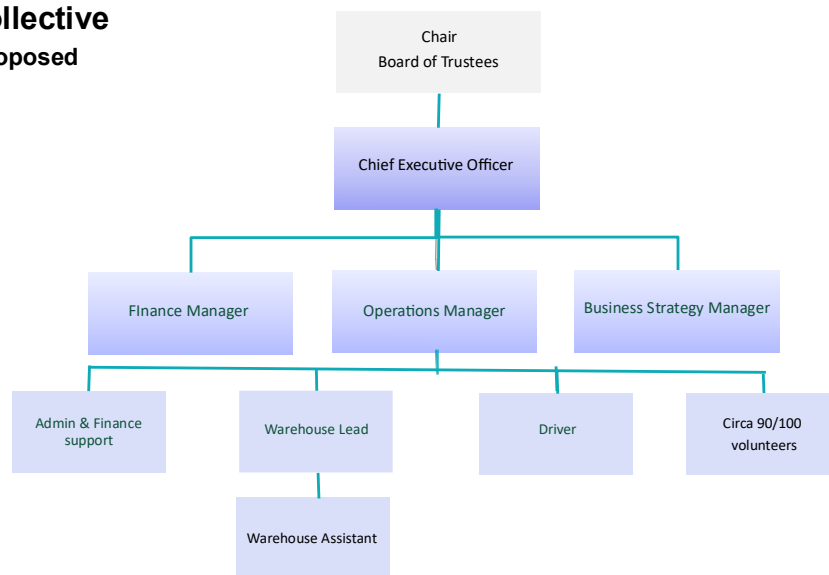
[Annual Accounts 2023/24 | Swindon Food Collective](#)

Our team structure

Swindon Food Collective

Organisation chart - proposed

Date : May 2025



Job Description

Position title	Operations Manager
Location	Swindon
Reports to	Chief Executive Officer
Employment status	Permanent – part time 24 / 30 hours per week
Remuneration	£Competitive local salary + benefits

Role Summary

This critical position plays a vital role within Swindon Food Collective, ensuring that we meet the demand for our services, providing help and support to people in crisis in the local community and positively supporting all staff and volunteers in their different role. This role oversees logistics, streamlining of processes, and optimises resource allocation to meet the needs of the community while minimising waste.

This role is the linchpin that keeps the food bank service running smoothly and effectively.

Role Responsibilities

Operations Management

- Partner with the Business Strategy Manager to ensure strategic initiatives can be delivered.
- Provide regular reports to the Board of Trustees, detailing operational performance, KPI's and strategic initiatives.
- Work with the Board of Trustees, CEO, Business Strategy Manager and Finance Manager to set annual budgets and monitor spending.
- Assist and work with the Business Strategy Manager with fundraising events, utilising stock and personnel to fulfil the requirements of the event.

Office Management

- Day-to-day management of all Operational employees and volunteers, ensuring efficient operations and high-quality service delivery.
- Lead and inspire staff and volunteers and evaluate operations and ways of working to identify areas of improvement and efficiency.
- Provide line management to the operational teams, including monitoring standards, performance, the prioritisation of workloads, and conducting meetings with staff and volunteers, as necessary.
- Manage the recruitment of new employees, as well as securing a broad base of volunteers from the local community.
- Ensure that Company vehicles are road-worthy, regularly serviced and have the appropriate tax and insurance.
- Liaise with the landlord for issues related to the shared premises with a clear understanding of the relevant contracts.

Health and Safety

- Manage health and safety within all premises and for all company equipment including company vehicles as well as adherence to all policies and procedures ensuring these policies are up to date and reviewed regularly, working in partnership with leased premises landlords and Volunteer Team Leaders at the Distribution Centres.
- Ensure all employees and volunteers are appropriately trained in health and safety.
- Ensure all employees and volunteers are appropriately trained in First Aid and that all locations have the correct number of First Aiders with up-to-date certification.
- Ensure all Staff and Team Leaders or other volunteers that handle personal data and information have valid DBS checks and copies of the certificates are on file.
- Ensure all staff and volunteers that deal face to face with service users understand safeguarding issues and procedures for reporting.

Delivering Service Quality

- Develop standards and maintain the quality of the services the Charity provides.
- Regularly monitor and evaluate the service to ensure quality and technical standards are met.
- Establish new services within the business plan.
- Be the first point of contact for clients and team members when issues arise.

Person Specification

- Proven experience in day-to-day management and supply chain logistics of a diverse operational workforce, including both paid employees and volunteers, with strong leadership and team-building skills.
- Exceptional communication and interpersonal skills, capable of motivating and inspiring both internal teams and external stakeholders.
- Experience of staff management and supervision
- Be a problem solver; managing crises, complaints or issues affecting the service.
- Have a passion for our mission and making a positive impact with our community projects.
- Full, clean driving license and access to own vehicle.
- Ability to multi-task and prioritise the work of yourself and others.
- Approach tasks with flexibility, with the ability to adapt to changing dynamics.



Application and appointment

Application is by CV and covering letter. Your letter, which should be no more than 2 pages in length, should explain both why you are interested in the post of Operations Manager and why you think you would be an excellent candidate for Swindon Food Collective. Please apply by uploading your application via [this link](#).

Further information

For an informal conversation about the please contact Laurence Wolahan on M 07985 443 826 or Laurence.wolahan@hays.com or Katie Attrill on M 07515 482 954 or E katie.attrill@hays.com

All direct applications will be forwarded to Hays Executive.

Campaign dates:

Closing date: 16th June 2025

Preliminary interviews: Late June 2025

Formal interviews: Early July 2025

The above dates are subject to change.



Thank you

Help your neighbours
by donating to **Swindon
Food Collective**

You can help.

- £5** Give £5 a month to support running costs of Swindon Food Collective
- Buy one or two extra items of tinned food when you're shopping
- Get involved as a company or organisation



www.swindonfoodcollective.org

