

CWP PROJECT ASSISTANT

Job Pack



 **Sufra**

**FIGHT
POVERTY
LOVE
COMMUNITY**

Registered Charity Number 1151911

About Us



Photo credit: Digital Island

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty, refugees and people who are homeless or socially isolated.

Our core work focuses on providing emergency food aid through our Food Bank and Community Kitchen, but these are gateway services that enable our service users (we call them guests) to access a wider range of holistic services and activities designed to address the root causes of poverty.

Our services include:

- Food Banks and a Community Shop
- Community Kitchens and cafes
- Welfare Advice Service
- Asylum seeker, refugee and migrant support
- Accredited training
- St. Raphael's Edible Garden

Our Vision

A community united to address the causes and consequences of poverty.

Our Mission

Sufra NW London provides food aid, welfare advice and training to people in crisis, whilst working with the wider community to campaign for an end to poverty.



Photo credit: Digital Island



About the role

Salary: £13.15 per hour – London Living Wage

Hours: 20 hours

Contract: Fixed until end of Sept 2024 with high possibility of extension and increase in hours (if desired).

Annual Leave: FTE 25 days on a pro rata basis + statutory holidays

Responsible to: Food Aid and Volunteer Manager

Location: Stonebridge, London Borough of Brent

Role Description

We are recruiting a Project Assistant to support the delivery and development of a flagship Community Wellbeing Project, which operates in partnership with Brent Council. The project is a Community Hub hosted in a community space in Stonebridge (not in Sufra's existing premises). Members of the project can access a Community Shop, a Community Café and Kitchen, and holistic support in the form of Advice casework and workshops. The objective of the project is to deliver food aid alongside wraparound holistic support in way that improves the financial, physical and mental wellbeing of its members, who are struggling with the cost of living.

This collaborative project has been made possible due to the support of multiple partners and has already proven highly successful. It is likely to form the basis of a new model of support for people experiencing vulnerabilities that will be replicated across Brent and possibly elsewhere in London.

The Project Assistant will support the CWP team with the delivery of the project, including the running of the shop and the café effectively and in accordance with agreed standards and procedures. The successful candidate will be a key contact for our members and will help ensure a positive membership experience at the project.

The ideal candidate will work well in a busy environment and will have great people skills. They will have some experience in a customer-facing role, dealing with the general public and working alongside volunteers. The successful candidate will be the first point of contact for members that sign onto the pilot project, and will be confident answerin queries and coordinating activities to tight schedules. We would encourage applications from local residents, with knowledge of the London Borough of Brent to apply.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. We are looking for an exceptionally committed individual who is willing to go the extra mile and has flexibility to work evenings or weekends when required. Through your activities, you will be able to convey the charity's passion and commitment to supporting vulnerable people and demonstrate the impact of our interventions in transforming the lives of beneficiaries

What you will be doing

Main Duties & Responsibilities

Support the daily operations at the Community Wellbeing Project (CWP). The post-holder will liaise with members, volunteers and partners in the space to ensure the project is running smoothly.

Project Support

- Ensure the space is set-up correctly before service opens, and maintained throughout the day.
- Support the Coordinator and Community Kitchen Session Lead with event planning and service development.
- Support members on-site with project registration and queries and ensure a positive and dignified experience to all users of the CWP.
- Work alongside and support the Coordinator, Facilities Assistant, Community Kitchen Session Lead, and Community Chef in the delivery of smooth service for members (some evening cover may be needed from time to time)
- Welcome partners, local stakeholders and visitors to the space and conduct tours when needed.
- Support with stock, including informing colleagues when items are low, ensuring surplus is allocated correctly and deliveries are organised – including delegating to volunteers
- Where necessary, delegate tasks to volunteers to ensure smooth running of the service
- Induct and support volunteers in the space.
- Support with collecting case studies / guest feedback periodically and recording data to demonstrate our progress against our project vision.

Other Duties

- Communicate on the CWP WhatsApp group, ensuring volunteers are well-supported and kept informed.
- Ensure that our health and safety protocols and policies and procedures are adhered to.
- Ensure that the service reflects the ethos, values and core principles of the charity and oversee the project's development, so it is continuously and sustainably meeting community needs as they evolve.
- Attend regular supervisions with your line manager and staff meetings with the wider team.
- Undertake any other reasonable duties to support the operations of the charity

What we can offer you

Community

- Employee working groups (including advocacy, team togetherness and environmental)
- Staff away days
- Social activities and community celebrations
- We can offer a friendly working culture and a chance to make a difference to people's lives in Brent.

Learning and Development

- Staff training budget of £250 per year
- Shadowing opportunities to learn about other roles and departments in the organisation.
- Regular staff training.

Pay, Pension and Other Benefits

- Competitive salaries reviewed on a regular basis
- You'll be eligible and auto-enrolled into a pension scheme - we use Nest. Current pension contributions are 4% from employees and 3% employer contribution.
- Death in service benefit

Health and Wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.

Holidays

- 25 days of annual leave per year plus public holidays
- An additional day of leave for every year of service, after two years of service (up to a maximum of 5 days).

Flexibility

- Hybrid working and flexible working arrangements are possible



How to apply

Diversity and Equality

We're committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community.

Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic.



How to apply

- To apply for this role, please submit a CV, Covering Letter (no more than 1 side) by email to admin@sufra-nwlondon.org.uk, and complete our Equal Opportunities Form.
- Deadline for applications: April 19th

