

CWP PROJECT COORDINATOR

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: £32,500 per annum (pro rata) dependent upon experience

Hours: 24 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 Coordinator to oversee 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 Coordinator will oversee the delivery of the project, ensuring both the shop and the café operate effectively and in accordance with agreed standards and procedures. The successful candidate will help shape the project in the months ahead, whilst supporting guests, collecting data, and monitoring and evaluating the project.

The ideal candidate will have experience working in a busy and varied environment, managing multiple priorities at the same time. They will have experience in a customer-facing role, dealing with the general public and managing volunteers. It would be beneficial for the post holder to have experience supporting vulnerable people with complex needs from a wide variety of backgrounds. The successful candidate will be the first point of contact for members that sign onto the pilot project, and will be representing the organisation to external partners. We would encourage applications from local residents, with knowledge of the London Borough of Brent.

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

Coordinate the set up and daily operations at the Community Wellbeing Project (CWP). The post-holder will lead on the Wraparound Support, the Community Shop, Café and Kitchen whilst managing volunteers involved in the project and contributing to its evaluation and development.

Project Oversight

- Be the principal Sufra staff member on-site at the CWP, liaising with all stakeholders, including Brent Council staff on site, advice partner organisations, CWP members and volunteers.
- Oversee project registration, supporting individuals through their entire member journey.
- Provide a positive and dignified experience to all users of the CWP.
- Supporting the Facilities Assistant and Community Chef, including on-site management of tasks and supervision.
- Ensure high levels of data collection across the board, to track the CWP member journey.
- Promote the CWP membership to local organisations and at Community Events.
- 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.

Wraparound Support, Community Shop, Café and Kitchen Coordination

- Curate a varied timetable of wraparound support in the space.
- Maintain regular communication with all stakeholders involved in the project, including Brent Council and other Voluntary Sector Organisations.
- Have oversight of all stock, including both purchased items and surplus deliveries, ensuring the Community Shop is well stocked and deliveries are received and organised on arrival.
- Liaise with the Logistics and Facilities Manager to ensure smooth supply chains and effective procurement of stock.
- Provide effective leadership for the service, directly or indirectly by delegating responsibility to volunteers.
- Recruit, train and supervise volunteers for a range of onsite roles.
- Implement effective qualitative and quantitative monitoring and evaluation and provide analysed impact data and updates to your line manager in line with reporting requirements.
- Support with report writing.

What you will be doing

Other Duties

- Administrate CWP WhatsApp group, ensuring volunteers are kept informed and the chat adheres to Sufra guidelines.
- Ensure that our health and safety protocols and organisational policies and procedures are adhered to.
- 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

