



Project Assistant

Salary:	£13.15 per hour – London Living Wage
Hours:	20 hours per week
Days of Work:	Monday and Tuesdays 9.00 – 17.00 and Wednesdays 9.30–13.30
Contract:	Fixed until end of September 2024 with high possibility of extension and an increase in hours.
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
Start Date:	As soon as possible

About Sufra

Sufra is a charity in North West London that prevents hunger, fights poverty and builds community.

With the help of our volunteers and partners, we coordinate a network of food banks, kitchens, a community shop and café. These act as a gateway for guests to access more holistic support – including welfare advice, asylum support and our award-winning community garden.

We aim to work with our guests to find solutions to their challenges together, whilst campaigning against the causes of hunger and poverty.

Our services include:

- **Food Bank:** Our Food Bank provides emergency supplies of essential food and toiletries to individuals and families experiencing acute crisis. Our parcels are typically made up of a mixture of non-perishable and perishable items. The size of our food

parcels vary depending on the size of the household, and they typically last 5 to 7 days. To receive a parcel, you need to be referred by one of our 160 Referral Agencies.

- **Community Kitchen:** Our Community Kitchen services are open all year round, serving hundreds of meals every week to hungry guests – including the homeless, families experiencing food poverty and people who are socially isolated and lonely.

The Kitchen runs from our partner venues at Bridge Park Leisure Centre (Monday and Tuesday evenings), Ark Elvin Academy (Wednesday evenings), [Laurence's Larder](#) (lunchtime on Thursdays) and Granville Community Kitchen (every Friday evening). Last year we served over 18,500 hot meals in Brent.

- **Welfare Advice Service:** Our Advice Worker helps people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties. The support we provide is ongoing and tailored to the needs of the individual – no matter how long it takes. Last year we support 816 people with our advice support.

- **Refugee Support:** Our Open ARMs (asylum seekers, refugee and migrants) programme supports newly arrived refugees and asylum seekers access the housing, healthcare, training and jobs they need to build a new life in the community. We offer cultural trips, access to ESOL classes, support groups, orientation classes and events to improve integration and independence.

- **St. Raphael's Edible Garden:** Our beautiful Community Garden emerged from a local campaign by residents to develop a food growing project for the community. With the help of hundreds of volunteers, St. Raphael's Edible Garden now has a wildlife pond, a learning yurt space, a fruit tree orchard, compost bins, a pizza oven, plenty of raised beds and a stunning pergola.

Although the garden is managed and run by Sufra NW London, it is here to benefit the community. The garden provides a therapeutic space from where we can invest in the skills, health and wellbeing of local people whilst improving the appearance of the estate and giving residents an opportunity to come together, have fun and grow food.

- **Community Wellbeing Project:** In response to the impact of the cost-of-Living crisis on families in Brent, we partnered with Brent Council this year to launch a Community Wellbeing Project from Bridge Park Leisure Centre. This pilot project offers household who are most impacted by the cost of living with access to a membership scheme comprising of four key elements: Community Shop, Community Café, Community

Kitchen, and Wraparound Support. The project is designed to go beyond traditional charitable food aid distribution by offering a comprehensive range of (low to zero-cost) food options and creating a supportive community hub where residents can access holistic support including information, advice, guidance – all under one roof.

About the role

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.

To apply for this role, please submit the following by email to admin@sufra-nwlondon.org.uk:

1. A CV and Covering Letter (no more than 2 sides).
2. A completed Equal Opportunities Form, which can be found [here](https://bit.ly/EqOpForm). (bit.ly/EqOpForm)

Deadline for applications: Applications will be reviewed on a rolling basis and interviews will be held with candidates who are deemed to meet the job criteria. Early application is highly encouraged. Final applications must be received by 9am on Friday 19th April 2024 (or earlier if appropriate applications are received). Interviews are likely to be week commencing 22nd April 2024.

Role Description

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.

Person Specification

Competency	Specification	Essential	Desirable
Qualifications	Degree in any discipline		✓
	GCSEs in English & Mathematics at A*-C	✓	
	Clean UK driving licence		✓
	Food Hygiene Certificate		✓
Experience	Project or service coordination		✓
	Experience working with the general public	✓	
	Experience working with vulnerable individuals		✓
	General administration experience		✓
	Volunteer/people management		✓
	Working in a food aid organisation		✓
Skills & Abilities	Excellent written and oral communication skills	✓	
	Ability to work with others professionally	✓	
	Ability to work under pressure	✓	
	Advanced IT/ spreadsheet skills (Microsoft Office)		✓
Attitude	Honest and trustworthy	✓	
	Positive, friendly and hard-working	✓	
	Willingness to engage in further training	✓	
	Commitment to the values of Sufra NW London	✓	

Your Data

Sufra will use the information you submit to us to consider your application for a job. You have rights to your data, its accuracy and control over our use. For full information about how we will ensure that all applicant data is appropriately and securely stored, handled and disposed of, see our privacy policy [here](#). By submitting an application, you are acknowledging you have read and understood our Privacy Policy, although you can withdraw your application at any time.

Eligibility to Work in the UK

Please note that Sufra is unable to obtain a work permit on your behalf and is not able to sponsor visas.

DBS Checks

Please note that if you do not consent to the use of an external validation service for a DBS check, then we may be unable to take your application further. Confirmation of employment will only be given on receipt of satisfactory evidence and checks being issued and references have been received.

References

Once an offer of employment has been made, you will be asked to provide the names and contact details of two referees. If possible, the first referee should be your present employer and the second referee a previous employer.