



Project Coordinator

Salary:	£32,500 p.a. (pro rata) dependent upon experience
Hours:	24 hours per week
Days of Work:	Monday and Tuesdays 9.00 – 17.00, and the remaining 8 hours can be worked flexibly.
Contract:	Fixed until end of September 2024 with high possibility of extension and an 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
Start date:	As soon as possible (ideally by or before mid May)

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 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.

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. Interviews

will likely take place in the week commencing 22nd April (or earlier if appropriate applications are received).

Role Description

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.

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.

Person Specification

Competency	Specification	Essential	Desirable
Qualifications	Degree in any discipline		✓
	GCSEs in English & Mathematics at A*-C	✓	
	Project management qualification		✓
	Clean UK driving licence		✓
Experience	Project or service coordination	✓	
	Experience working with the general public	✓	
	Experience working with vulnerable individuals		✓
	Line management experience		✓
	General administration experience	✓	
	Volunteer/people management	✓	
	Working in a food aid organisation		✓
	Organising logistics or deliveries		✓
	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	✓	