



Pilot Project Officer

Salary	London Living Wage
Hours:	20 hours per week 09.30 – 17.30 Tuesday and Thursday 9.30 – 13.30 Wednesday
Contract:	Immediate start, until 6 th June 2025
Annual Leave:	25 days per annum plus public holidays, pro-rated
Responsible to:	Food Aid Manager
Location:	London Borough of Brent, NW10

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 supported 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:** This 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

Ever wondered what it means to work at a grassroots organisation, working hard to fight poverty in the community? Well, this is your chance. We have a unique and exciting opportunity for someone interested in gaining first-hand experience working on the frontlines of a fast-paced, guest-facing charity.

Sufra has always been #MoreThanAFoodbank, and this role is key to Sufra's journey in trialling different methods of supporting residents. We are partnering with SALIENT, a team of researchers who are working with the public, partners from local and national government, food charities, community support teams, and the food industry on a range of food-related trials. In particular, they will be conducting a trial at Sufra where a range of different support is offered to Food Bank guests. The aim of the trial is to assess the impact of these different methods, and hopefully come closer to learning what support our guests prefer to receive from our food bank service.

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 public and potentially vulnerable individuals. The successful candidate will be the first point of contact for members that register with the pilot project and will be confident answering queries confidently speaking about the trial. The candidate will work closely with the Food Aid Manager and SALIENT researchers to ensure accurate data tracking once participants are registered, including collating receipts, supporting with feedback interviews, capturing case studies and logging visits. The role will also include supporting the distribution of both parcels and vouchers and ensuring meticulous financial records of this are kept.

People skills are crucial to success in this role, as the successful candidate will be working alongside a range of people, ensuring that they are supported throughout the trial. Due to the diverse nature of Sufra guests, it would be beneficial for this candidate to speak Arabic, Somali, Farsi, or another community language.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. 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. There will be training provided by both Sufra and the SALIENT team before the successful candidates starts leading on this exciting project.

We would encourage applications from local residents, with knowledge of the London Borough of Brent to apply.

Role Description

Supporting the smooth running of the SALIENT Food Trial, conducted at Sufra NW London. Supporting across the trial, focussing on participant recruitment, tracking the distribution of different support methods and maintaining data throughout the trial. The role is administration focussed, ensuring records of all stages are well-kept.

Main Duties & Responsibilities

Guest Recruitment

- Supporting with the recruitment of the trial, checking guest eligibility and contacting Sufra Food Bank guests and clearly communicating the trial in a non-biased and informative manner.
- Clearly tracking each stage of guest recruitment on Excel sheets and the Sufra Portal.
- Answering queries and concerns from Sufra guests and current participants and obtain consent to share data with researchers.

Pilot data collection and tracking

- Work alongside the Pilot Lead and SALIENT researchers to maintain a clean dataset to track participation in research.
- Distributing different methods of support for participants, during usual Food Bank collection hours.
- Implementing financial tracking of transactions made, and ensuring all financial monitoring is up to date and accurate.
- Ensuring retrospective data entry is completed.

Other Duties

- Joining staff meetings once a month and updating the wider team on the progress of the trial.
- Ensuring that our health and safety protocols and policies and procedures are adhered to.
- Ensuring 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.
- Attending regular supervisions with your line manager and staff meetings with the wider team.
- Undertaking 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		✓
Experience	Project or service coordination		✓
	Academic or research project experience		✓
	Experience working with the general public	✓	
	Experience working with vulnerable individuals		✓
	General administration experience	✓	
	Experience working in a food aid organisation		✓
Skills & Abilities	Excellent written and oral communication skills	✓	
	Speaks Arabic, Somali, Farsi – or another community language		✓
	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.

Applications:

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](#). (bit.ly/EqOpForm)

Deadline for applications: Applications will be reviewed regularly, and interviews will be held on a rolling basis. Early application is highly encouraged.