Interim Community Kitchen Session Lead x 2

Salary:	**London Living Wage**
Hours:	**6 hours per week**
	Term time only: 15.00 – 21.00 or 17.00 – 21.00
	Wednesdays, with possibility of overtime
Annual Leave:	**5 Weeks + statutory holidays (pro rata)**
Responsible to:	**Head of Food Aid**
Location:	**London Borough of Brent**
Contract:	**Until Easter 2027**

About Sufra NW London

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.

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 New Horizons (Monday, Tuesday and Wednesday evenings), Ark Elvin Academy (Wednesday evenings), Laurence's Larder (lunchtime on Thursdays).

Welfare Advice Service: Our Advice Team enable 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 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 launched the CWS. It offers households 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 service 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.

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Role Description

We are recruiting 2 Interim Community Kitchen Session Leads

15.00 – 21.00, Wednesdays at Ark Elvin Academy, HA9 4DU
17.00 – 21.00, Wednesdays at New Horizons, NW10 3SG

Leading our Wednesday Community Kitchen Session

- Work with volunteers to get the space set up for service
- Lead a team of volunteers to serve a three-course meal in a limited timeframe
- Ensuring your team follows food safety procedures
- Encouraging the whole team to have input into creating a warm, friendly atmosphere for guests

- Identify areas for improvement and leading on the implementation of new processes/ways of working
- Work with the Community Chef to establish a timetable of themed and cultural evenings, celebrating the diversity of our guests
- Gather and review guest feedback to help understand what is going well and what it could improve, to make the guest experience even better
- Ensure accurate records are kept during each session to monitor attendance
- Ark Elvin only: Support young people to develop their skills in hospitality

Oversee the Volunteers

- Brief volunteers to ensure everyone knows their roles, and to build a sense of community
- Induct new volunteers as required
- Use the service WhatsApp group to engage with volunteers and respond to queries as appropriate
- Ark Elvin only: Manage young people in the space, liaising with school staff and providing updates on pupils

Other

- Report incidents, accidents and complaints in accordance with set procedures and policies
- Ensure that the organisation maintains a positive and inclusive culture that is underpinned by the charity's strong ethos and values
- Promote the vision, mission, values and objectives of the charity, acting as a positive leader and role model
- Undertake any other reasonable duties to support the operations of the charity

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 in creating a warm and welcoming environment.
While not a requirement for the role, it would be beneficial if the candidate has a clean driving licence to support if needed transporting stock, and to increase the potential to cover other roles in the organisation.

We offer a wide range of employee benefits including –

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme
- Death in Service benefit
- Flexible working
- Opportunities for training and professional development

How to Apply

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

1. A completed Application Form or your CV.
2. A completed Equal Opportunities Form, found here. (bit.ly/EqOpForm).

Interviews may be held on a rolling basis as and when applications are received and shortlisted.