



JOB PACK

PSO – North East (maternity cover)

#WeAreFoodCycle

www.foodcycle.org.uk

FoodCycle is an equal opportunities employer.



ABOUT FOODCYCLE

FoodCycle has been nourishing communities with food and conversation since 2009. Every week, thousands of volunteers across the country transform surplus food into healthy, nutritious meals for anyone that would like them, no questions asked. Each community meal offers a safe, warm space to enjoy a free cooked meal and company, which helps guests save on food and electricity bills.

At a FoodCycle community meal you'll see people from all backgrounds and walks of life, coming together. From low-income families, the elderly, refugees and those that may be homeless. Everyone is welcome at FoodCycle. By bringing people together in this way, FoodCycle is tackling hunger, loneliness, improving mental wellbeing, strengthening community spirit as well as promoting sustainable diets.

OUR AIMS



Connect communities

Help strengthen and build resilient communities by bringing people together to share healthy, delicious meals.



Support mental health and wellbeing

Enhance the health and mental wellbeing of all by creating welcoming spaces for people from all backgrounds and walks of life to have conversations together.



Nourish the hungry

Improve nutrition and reduce hunger by cooking healthy meals for those in need, leading to improved food knowledge and changes in behaviour.



Promote sustainability

Change attitudes to food and society's impact on the environment by cooking with surplus ingredients.



Inspire change

Share the virtues of our community dining model and the voices of our guests to gain greater support and speed our expansion, enabling us to help more people and more communities.

A MESSAGE FROM THE CEO



Welcome - we're delighted to see that you're interested in joining FoodCycle. People are at the heart of everything we do from our volunteers, guests, supporters, organisations and of course our dedicated staff team.

I'm sad to say that our meals are needed more than ever, it is reported that 1 in 5 people in the UK are in poverty and last year alone we saw a 30% increase in people attending FoodCycle's community meals.

We know that community dining acts as a social anchor for many and has huge benefits to our guest's physical and mental wellbeing. We're on a mission to be the leaders in delivering and promoting the positive impact of community dining and we need amazing people like you, to help us get there.

If you care about people, have a taste for nutritious food, and really want to make a difference to people, communities and the planet, then we think you'd fit right in!

Sophie

2024 IN NUMBERS

162,991 COMMUNITY MEALS* SERVED

102 LOCAL COMMUNITIES SUPPORTED

320 TONNES OF SURPLUS FOOD SAVED

8,770 VOLUNTEERS DONATED
162,810 HOURS OF THEIR TIME

277,064 HOURS SPENT ENGAGING WITH OUR GUESTS

83% OF FOODCYCLE GUESTS SAID THAT COMING TO A FOODCYCLE MEAL MAKES THEM FEEL HAPPIER



AWARDS



Charity of the Year
Third Sector



Charity of the Year
Charity Times



Drummond Community Award
British Nutrition Foundation



Business Hero
Better Hospitality

*A community meal is a two or three course meal cooked and served by FoodCycle volunteers and eaten by our community of guests and volunteers.

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Project Support Officer – North East (Maternity Cover)

About the role

Position Title: Project Support Officer – North East

Reports to: Regional Manager - North East

Hours: 37.5 hours per week

Pay: £24,570 per annum (living wage)

Location: Home-based with frequent travel to projects across Newcastle, Gateshead, Sunderland, Middlesbrough and Hartlepool

Contract: Maternity cover contract, fixed-term to 17 April 2026 (or to the return of the substantive postholder, whichever is sooner)

Position Summary

If you love good food and great conversation, then this is the role for you!

FoodCycle is recruiting for a Project Support Officer to join its North team. As Project Support Officer you will support the North Area Manager and North East Regional Manager with volunteer recruitment, training and retention. This role is for a people person with a keen eye for detail ensuring documentation of training (such as DBS, references, Food Safety Level 2, First Aid) is up to date whilst giving our volunteers a fantastic experience. Other areas of work will include guest outreach and giving extra support to our North East projects as and when required to aid development and growth within the region.

Each of our Projects is run by Project Leaders (volunteer position) and supported by Regional Managers through recruitment and training of volunteers. Your role will be to support the Regional Manager so that they can manage more projects, knowing that you have helped with the embedding of volunteers, along with supporting the Regional Manager with expansion plans within their areas.

This support could range from developing relationships with our food suppliers, researching local organisations to support with guest outreach, and recruiting new Project Leaders for the Region. The right person for this role enjoys being organised, has a great personality, pays attention to detail, and understands that they are a key component in supporting our fantastic Projects.

There will be frequent travel to our projects in the North East, and evening and weekend work will be needed to cover our projects. A full driving license and access to a vehicle for work purposes is essential for this rewarding role.

Roles and Responsibilities

Volunteer Recruitment and Induction Support

1. Volunteer Recruitment – posting adverts with relevant organisations and use of social media, ensuring adverts are accurate, relevant, and appealing and working with the communications team and training and recruitment manager to ensure this is the case.
2. Helping with Project Leader inductions, including responding to applications and taking applicants through the training process.

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3. Responding and monitoring project inboxes where and when required and responding to enquiries.
4. Ensuring volunteer data is inputted correctly on salesforce and is up to date. Examples include documenting the training and checks of Project Leaders so that they can participate in leadership roles.
5. Ensuring Projects are well supported with volunteers each week and working with the Regional Manager where gaps are identified.
6. Ad-hoc admin tasks that relate to the North Area.

Food and Guest Outreach Support

7. Guest outreach – researching and making local connections to ensure communities are aware of and have access to FoodCycle Projects.
8. Ensuring Projects are well attended by communicating effectively with existing guests.
9. Building and managing local food surplus relationships where needed.
10. Supporting Regional Managers with sourcing and ordering of food items for Projects.
11. Stepping in as Project Leader at Projects where cover is needed.

Working at FoodCycle

Equal Opportunities

FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

Holidays

26.5 working days (this includes 3.5 days for the Christmas close down) plus additional holiday for length of service, up to a maximum of 30 days.

Pension

Staff are automatically enrolled after three months into our pension scheme unless you choose to opt out.

Training

We believe in the development of our staff - we are committed to providing relevant training and development opportunities to all staff.

London Head Office

For those that live within commutable distance of Vauxhall, we have a Head Office where you can choose to work from.

Team away days and socials

With a workforce based all over the UK we have annual all team in-person, away day, team get-togethers, regional socials, virtual all team check-ins and informal on-line catch-ups – we've even started a virtual book club!

Staff Benefits

- **Flexible working:** We encourage flexible working and allow staff to manage their own schedules. Some roles will require occasional evening and weekend working.
- **Health Care:** Allows staff to claim money back on healthcare bills and includes access to telephone counselling and online GP appointments.

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- **Wellbeing Hour:** Staff are encouraged to one hour per week (on top of their regular break time) to use for their personal wellbeing. This could involve taking a walk, going to the gym or having a longer lunch break.

Applying for this role

How to apply: Upload a note stating how you meet our person specification and a CV, via our vacancy website.

Shortlisted candidates will need to complete a 30 minute task prior to being invited to interview.

Inclusivity: FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

Safeguarding: The role advertised is 'Regulated Activity' and as such is exempt from the Rehabilitation of Offenders Act 1974, and any appointment will be subject to a satisfactory enhanced DBS disclosure check.

Safeguarding Statement

Safeguarding is everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.

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Person Specification

	Essential Criteria	Desirable Criteria
Proven Experience of	<ul style="list-style-type: none"> • Has ability to talk to external people confidently about Projects • Is customer service orientated • Has great organisational and admin skills, with an ability to log and file important data accurately 	<ul style="list-style-type: none"> • Has already carried out volunteer recruitment or community development • Basic marketing skills • Commitment to and passionate about FoodCycle's charitable objectives and values • Use of Excel spreadsheets • Has experience of working in an office environment
Skills, knowledge, ability	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Ability to work with CRMs and databases. • Good organizer – ability to manage multiple tasks within multiple Projects 	<ul style="list-style-type: none"> • Knowledge of Salesforce
Personal Attributes	<ul style="list-style-type: none"> • Personable and warm, good listener • Willing and able to work evenings and weekends • Able to travel within the region. • A full driving license and access to a vehicle for work purposes is essential for this rewarding role 	
Values	<ul style="list-style-type: none"> • Honest and trustworthy • Commitment to FoodCycle's charitable objectives and ethics • Passion for food and cooking 	

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