



Association incorporated in terms of the Non-profit Organisation Act 71,
1997 Registration number: 056-534-NPO.

www.entokozweniresourcecentremiag.org

Entokozweni Resource Centre-MIAG

Position: Foodbank Centre Manager

Fixed Term Contract (12 months)

Entokozweni Resource Centre Miag is a non-profit-organisation situated in the City of Tshwane rendering critical social services through a multi-faceted services approach that aims to alleviate poverty and develop society in line with the objectives of the Government of the day. The Entokozweni Foodbank is one of the pillars within the organisation, the establishment of a Tshwane food bank is a means of alleviating poverty by means of providing food parcels to indigent households. It is therefore intended for persons in such dire material need, that they are unable to meet their or their family's most elementary needs. It is designed to tide persons and families over the crisis period. There need to be an extraordinarily strong element of empowerment and development to the families for them to actively take steps to improve their situation and to become champions of their own development. The Entokozweni Foodbank targets Tshwane citizens and is in partnership with the Gauteng Department of Social Development as its important partner in Development and Poverty alleviation. ERC-Miag is inviting suitable candidates to apply for a position of Entokozweni Resource Centre-Miag: Foodbank Centre Manager.

Post X 1

Purpose:

This position is responsible for sound management of the Food Bank, ensuring institutional cohesion and effective service delivery to the citizens of the City of Tshwane. Ensure compliance with relevant regulatory bodies and efficient risk management in the organisation's micro, meso and macro environments. Manage the process flow of the Food Bank from inventory to distribution of food parcels to the indigent citizens, institute best organisational practices, ensure that the food warehouse is always OHS compliant, providing excellent client service to food bank beneficiaries, give efficient and effective management in supporting staff and volunteers, managing and monitoring an approved budget, and resources needed to complete every function safely and effectively.

Key duties/responsibilities

Management of Food Bank Operations 50%

- Develop and maintain food bank weekly and monthly distributions plan.
- Ensure that monthly expenses are approved and paid according to the approved budget.

- Manage OHS in the Food bank by ensuring all aspects of daily food bank operations are completed in an efficient and safe manner.
- Coordinate receipt and distribution of food, ensuring proper temperature control, healthy, clean conditions, and appropriate handling.
- Oversee daily distribution allotments to beneficiaries based on available inventory, anticipated daily target numbers, understanding of beneficiary's behaviour for each area where distribution is to take place.
- Acts as community liaison, maintaining client confidentiality, disseminating information regarding other community resources, and providing a safe and pleasant atmosphere for all.
- Train staff and volunteers on programme protocols and standards.
- Keep up to date on food safety protocols and laws while maintaining a health environmental certificate.
- Create and assure a safe working environment for staff members, volunteers, and clients.
- Deescalate altercations and conflicts as needed.
- Schedule regular facility, assets and equipment maintenance.
- Develop and implement a food receiving and distribution strategy for the food bank.
- Effective management and safety of the organisation's assets

Governance and Reporting 30%

- Oversee the Entokozweni Food Bank strategy, inter alia, logistics, food ordering, partnership development, expansion, and evaluation.
- Procure product and supplies for use in the foodbank.
- Manage all aspects of the foodbank, including ensuring correct inventory levels and volunteer staffing.
- Monitoring and reporting on progress against operational initiatives
- Monitoring and reporting on legislative and statutory compliance
- Ensuring the development and implementation of policies and procedures
- Compiling regular reports to the Programme Manager, and other relevant structures
- Participating in the annual performance review
- Identifying risks relating to the field of responsibility, develop and implement mitigating strategies.
- Documenting and reporting on directorate specific matters
- Ensuring proper record keeping of all aspects within field of responsibility

People Management and Administrative Duties 15%

- Support food bank staff and oversee staff development through consistent mentorship, performance evaluations and training opportunities.
- Orient, train and support contracted staff, temporary staff, and any volunteers in conjunction with the Coordinator.
- Ensure all inventory protocols are observed (receipts, inventory counts, data entry, etc.).
- Generate purchase orders for food, supplies, and utilities.
- Oversee collection of data, completion of monthly reports, and identify any trends.

Stakeholder management 5%

- Coordinate with Foodbank staff on projects including media visits, marketing, and events.
- Attend all Foodbank, Departments and Board Meetings and participate in committees as appropriate.
- Perform other duties assigned.
- Create community-based relationships that the Food Bank services/

Minimum Qualifications:

A combination of real-life experience, education, and training listed below which provides an equivalent background to perform the work of this position.
Successful completion of Criminal History Background check is required.

Knowledge of:

- Multicultural awareness and experience.
- Multi-dimensional nature of poverty.
- Strategic leadership, excellent communication skills (both written and oral).
- Current knowledge of food safety requirements, basic understanding of inventory management and knowledge of food safety protocols and laws.
- Experience managing data and using computer accounting and office software
- Non-profit Organisation experience, knowledgeable about issues related to hunger and poverty is an advantage.
- Effective food bank operations, warehouse systems, and logistics.
- Project and budget management.
- Volunteer management practices.
- Large-scale food safety practices.
- Community resources available to clients.

Ability To:

- Understand individuals who have experienced poverty or food insecurity.
- Demonstrate interest and commitment to supporting equity and inclusion for members of historically marginalised groups including racial and ethnic minorities and people with disabilities.
- Establish and maintain effective working relationships with staff and leadership to assure a high degree of mutual accountability.
- Make decisions that ensure the food bank functions efficiently and safely.
- Show empathy towards all clients serviced by the food bank.
- Ask questions to understand the merits of different approaches and shift strategies in response to demands of a situation.
- Work independently and collaboratively with a positive attitude.

EXPERIENCE:

5 – 7 years of experience in program management, social services, customer service sector, or relevant field. Experience in working in a non-profit organisation is desired.

EDUCATION AND TRAINING:

Bachelor's Degree or Equivalent 360 credits qualification, 3 years' experience/ knowledge in social responsibility in a non-profit organisation, or

Matric plus seven years' work experience in social responsibility in a non-profit organisation environment or equal combination of experience and education.

LICENSES AND CERTIFICATIONS:

Valid Driver's license

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job. As an adaptive organisation, responsibilities can and will change in alignment with greater efficiencies and mission metrics.

COMPENSATION: Entokozweni Resource Centre-Miag offers a salary as per the Service Level Agreement between Entokozweni and the Gauteng Department of Social Development.

EQUAL EMPLOYMENT OPPORTUNITY AND NON-DISCRIMINATION:

Entokozweni Resource Centre-Miag is committed to equal opportunity for all employees and applicants. ERC-MIAG does not discriminate with regards to hiring, assignment, promotion, or other conditions of staff employment as a result of race, colour, religion, sex, national origin, age, marital status, sexual orientation, gender, gender identity, veteran status, disability, genetic information or any other status protected under the law.

In accordance with the Disabilities Act, upon request, reasonable access may be made to enable qualified individuals with disabilities to perform the essential functions of the positions.

Assumption of duty : 01 JUNE 2021

Salary : Remuneration is commensurate with the seniority of the of the position

Closing Date : 28 May 2020

Enquiries : Mr. Mongezi Thabethe (Programme Manager)
Email: info@entokozweniresourcecentremiag.org

Candidates should hand deliver their applications to: Entokozweni Resource

Centre-Miag 35416 300 Matlhare Street, Mamelodi East, P.O Rethabile

0122.

Interested candidates should send a detailed cover letter indicating their suitability for the position, a detailed comprehensive Curriculum Vitae, and copies of the following documents:

- All educational qualifications;
- Identity document; and

The contact details of three contactable references must be provided, one which must be from your present employer. Should you not be currently employed a contactable reference from your previous employer must be provided.

The detailed advertisement together with the prescribed application form can be found on the website (www.entokozweniresourcecentremiag.org.za)

Late, incomplete and incorrect applications will not be considered.

Closing Date for applications: 27 May 2021 at 12:00 midday.