



# Vineyard Community & Richmond Foodbank Foodbank Manager

**Candidate Pack**

**December 2025**



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# CONTENTS

## **Section one - Introduction**

Welcome letter

## **Section two - About us**

Our mission

Our faith

Our history

Our services

Organisational structure

## **Section three - Job description**

Role details

Key responsibilities

## **Section four - Person specification**

Person specification

## **Section five - How to apply**

How to apply

# 1

## Introduction

Dear Applicant,

Thank you for your interest in joining Vineyard Community & Richmond Foodbank as our new Foodbank Manager.

This is a significant role at the heart of our mission to bring Help in Crisis and Hope for Life to individuals and families across our borough.

At the centre of this role is the leadership of our Foodbank provision across multiple sites. You will be responsible for ensuring high-quality delivery, warm relational support, strong volunteer leadership, and a consistent, dignifying experience for every guest. The Foodbank is often the first point of contact for many of those we support, and your leadership will shape how individuals and families experience welcome, stability, and hope at a time when they need it most.

In addition to overseeing our established Foodbank operations, you will also play a key part in the development and launch of our new Community Essentials Hub. This is an important step in expanding the "Hope for Life" aspect of our mission - offering guests access to low-cost food and essentials provision, wider support, and opportunities to contribute and grow. You will help shape this new model, build partnerships, develop systems, and ensure it becomes a place where guests experience dignity, connection, and the chance to move forward.



Our work is rooted in our Christian faith and the belief that every person carries immeasurable worth. Guests often share how transformative it is to feel genuinely seen, welcomed, and supported - to know they are not alone. As Foodbank Manager, you will help nurture that environment of hope, dignity, and stability that sits at the heart of everything we do.

Thank you again for considering this role. I wish you every success as you discern whether this next step might be part of your own calling and vocation.

With best wishes,

David

**David Logan**  
Chief Executive

# 2

## About us



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# 2

## About us

### Our mission

**We are a local charity dedicated to transforming the lives of those in crisis and battling homelessness, food poverty, addiction, loneliness and mental health.**

Every single day, we see the faces behind the statistics, the dreams overshadowed by adversity, and the potential waiting to be realised. We are committed to making Richmond a community in which everyone can find hope and paths to a brighter future.

We support our guests through our weekday morning Crisis Drop-in and Richmond Foodbank services, amongst several others.

We are dedicated to helping those:

- battling homelessness
- facing food poverty
- fleeing abuse and war
- in substance and mental health recovery
- crushed by loneliness

### Our faith

At our core, we are a Christian organisation, and our inspiration comes from the example set by Jesus. His teachings are a guiding light, illuminating our path as we strive to love and support people in times of crisis, as well as offer them hope for a brighter future. We go towards those suffering and see immeasurable worth and potential in each person.

Vineyard Community & Richmond Foodbank has always been closely connected to [Life Church Richmond](#), with whom we share our building and whose former minister established and continues to chair our work. This partnership remains an important part of our life together.

Each Thursday we host a Food with Faith gathering - a warm, open space where questions are welcome, curiosity is encouraged, and everyone is invited to join. The group includes people from across our wider community, including church members, staff, volunteers and guests. We also meet at other points in the week as a staff team for prayer and devotion. More details [here](#).

# 2

## About us

### Our history

Since 2011, Vineyard Community & Richmond Foodbank has been transforming the lives of thousands each year facing urgent, desperate, and complex crises including homelessness, food insecurity, mental health breakdown, addiction, and crippling isolation. We responded at that time to the rise in local people experiencing overwhelming struggles. We continue to grow and develop to meet sharply increasing need and now support 6,000 to 7,000 people annually, but our roots run much deeper.

The Vineyard story began in the summer of 1976 when Alfred Upstill, a visionary Probation Officer and Minister of what was to become the Life Church Richmond, sparked the first "Vineyard" project. Following Alfred's untimely death in 1977, local legend, Penny Wade took charge, devoting 21 years to building his vision into a lifeline for countless locals.

Richmond Borough Mind later led the project through difficult times until its closure in 2011 due to budget cuts. Refusing to let the mission die, Life Church Richmond, local churches, and community members launched Vineyard Community & Richmond Foodbank, which now runs eight sites and continues the resilient legacy of faith, compassion, help, and hope.

“

*I was hours away from sleeping on the streets with my seven-year-old daughter, fleeing abuse and terrified. Vineyard Community quickly stepped in, found us emergency accommodation, and turned everything around for us.*

MT

”

# 2

## About us



### Our services

#### Crisis drop-in

Every morning we open our doors to provide an All-in-One Support Hub for those experiencing homelessness and in crisis across Richmond. We provide hot breakfasts, showers, nursing healthcare, clothing, holistic support work including help with housing, finances, addiction recovery, and support groups, as well as access to mental health services.

#### Foodbank sessions

Across seven sites in the Borough of Richmond, we host foodbank sessions for guests to access emergency food provisions and support work.

#### Homeless support work

Pre-arranged appointments sessions are arranged for those experiencing, or at risk of, street homelessness.

#### Richmond women's hub

We offer a regular timetable of holistic support work, fun community activities, mental health support sessions, and much more for the women of Richmond, in partnership with the Voices of Hope and Sisterhood of Sanctuary charity.

#### Community space

We offer space to connect with others, forge connections, share stories, and uplift one another. Activities including art, music, cooking and crafting, our community space is open to all.

#### Refugee hub

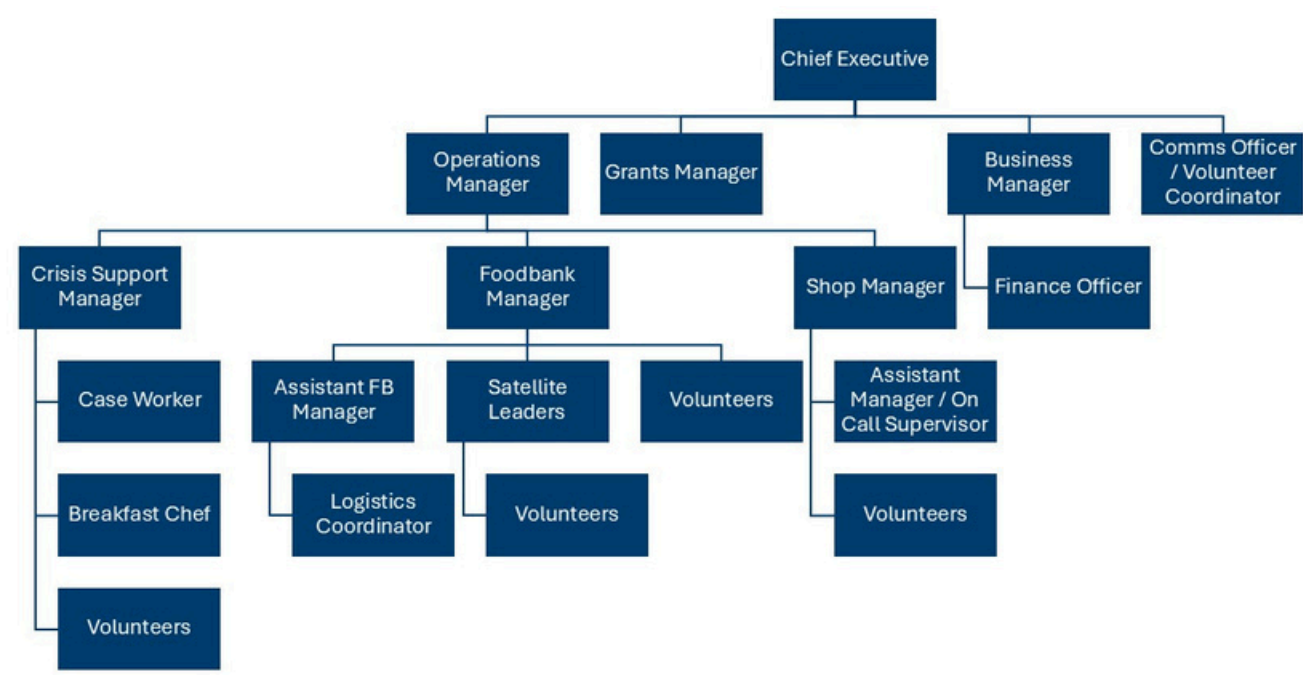
A place of sanctuary, connection, and help for refugees in Richmond to meet, access support work and advice, and enjoy our community.

# 2

## About us



### Organisational structure



*After years on the streets, Vineyard have totally changed me and my life. There is actual love here. They got me off drugs, into mental and physical healthcare, got me a GP and into a safe flat, supported me with furniture, grants, benefits, and just having friends. I've now brought a few other struggling people here and seen their lives change too. It's hard work but they care for you so reliably through it all. I can't speak highly enough of everyone here.*

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3

## Job description



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## Role details

Job title:	Food Bank Manager
Reporting to:	Operations Manager
Responsible for:	Assistant Foodbank Manager, Logistics Co-ordinator, Satellite Foodbank Leaders and volunteer teams
Working with:	CEO, Business Manager, Operations Manager, Drop-in Manager, Crisis Drop-in Caseworker, Volunteer Coordinator, Communications Officer, Finance Officer, Grants Manager, Shop Manager and Trussell Area Manager.
Location:	The Vineyard Community Centre, Richmond on Thames / 1 day of home working per week if desired
Salary:	£45,000 FTE
Working hours:	Part time (30 hours / 4 days per week) - potentially flexible for an exceptional candidate
Annual leave:	25 days annual leave per year + Bank Holidays (FTE)
Terms and benefits:	<ul style="list-style-type: none"> <li>• Four week's paid occupational sick leave after 3 month's service increasing after 12 months to 6 weeks.</li> <li>• Our Workplace Pension Scheme is the People's Pension. You are required to join this scheme unless you decide to opt out; the employee contribution is 5% of salary and the employer contribution is 5%.</li> <li>• Three month probationary period</li> <li>• Four weeks' notice by you and the charity during the probationary period increasing to six weeks when confirmed in post and eight weeks after twelve months employment.</li> <li>• Staff discount of 25% in our charity shops after eight weeks service.</li> </ul>



## Key responsibilities

### Team management

1. Provide leadership and supervision for the Assistant Foodbank Manager, Satellite Foodbank Leaders and volunteer teams, ensuring consistent high-quality standards across all sites.
2. Ensure adequate staffing and volunteer cover for all Foodbank sessions and maintain supportive communication structures.
3. Carry out regular one-to-one supervision with staff and support the recruitment, induction and development of volunteers in collaboration with the Volunteer Coordinator.
4. Visit distribution sites as required to support volunteer teams and lead quarterly meetings for Satellite Leaders.

### Strategic development

1. In partnership with the Trussell Area Manager and other Trussell foodbank leaders, develop a strategic plan for Richmond Foodbank that works towards ending the need for Foodbanks in the Borough of Richmond
2. Read 'Weekly Network Update' from Trussell to stay updated on trainings, new initiatives and funding opportunities
3. Develop peer relationships with other Foodbank Managers for support and learning
4. Attend Richmond Food Partnership meetings - hosted by RCVS.
5. Lead on the development, setup and implementation of the new Community Essentials Hub, establishing effective operational systems, developing appropriate partnerships (including with external organisations such as 'Your Local Pantry' where suitable), and creating opportunities for former guests to participate, volunteer and contribute to the running of the service.
6. Maintain existing and develop new cross-sector food and essentials supply chains for our services including supplies of fresh produce, non-perishable foods, toiletries and hygiene products, basic kitchen and home essentials.



## Guest provision

1. Ensure guests receive appropriate food parcels based on their assessed needs and maintain high standards of hospitality.
2. Monitor guest needs in collaboration with Satellite Leaders and volunteers, ensuring signposting to the Drop-in Caseworker or external agencies where required.
3. Oversee the distribution of surplus and fresh food (e.g., City Harvest) to guests and ensure occasional home deliveries for housebound guests when necessary.

## Administration

1. Oversee all Foodbank administration including data entry, reporting and maintenance of the Trussell Data Collection System (DCS), ensuring all referral partners are appropriately inducted.
2. Manage regular operational communications including forwarding relevant updates to colleagues and providing data to the CEO when needed.
3. Ensure compliance with key operational requirements such as maintaining vehicle servicing, MOT and insurance, and completing required Food Hygiene and Safety training.

## Product storage

1. Oversee safe and effective storage, stock rotation and distribution of dry goods across all warehouse and satellite sites in line with Trussell guidelines.
2. Ensure annual stock takes are completed for all sites and that Health & Safety standards are consistently met.

## External relationships and support

1. Maintain strong relationships with referral partners, churches, schools, businesses, supermarkets and local community groups to promote the work of the Foodbank.
2. Represent the Foodbank through speaking engagements and meetings with supporters and community partners.



# 3

## Job description



### Marketing & communications

1. Liaise with Communications Officer to market the Foodbank with Borough agencies and promote the donation of food stock
2. Promote the Foodbank to churches, schools, business and individuals and encourage financial support
3. Assist the Communications Officer in the production of promotional material
4. Communicate relevant updates of the Foodbank to the Communications Officer.

### General

1. Ensure compliance with the Trussell Operating Manual and all Health & Safety, Fire and First Aid regulations.
2. Attend management and staff meetings and communicate any operational or maintenance issues to the Operations Manager as appropriate.
3. Actively promote the Foodbank in all dealings with guests, partners and the wider public, serving as a positive ambassador for the charity.
4. Participate in the foundational daily prayers, devotions, and faith activities of our work, support the Christian ethos and ministry of the Foodbank, in line with its values and organisational culture.
5. Undertake other tasks as requested to support the effective running of the Foodbank and related services.

*This is the best mental health support I've ever had. It's so accessible, even when you feel completely lost. Life has fallen apart with the impacts of my bipolar, I'm so grateful for the stability it's provided to help me move forward.*

ER



# 4

## Person specification



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## Person spec



### Person specification

Competence	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"> <li>• Education to GCSE / A-Level or equivalent.</li> <li>• Good level of IT literacy, including Microsoft Office (Word, Outlook, Excel) and confidence using databases.</li> </ul>	<ul style="list-style-type: none"> <li>• Training or qualifications related to community work, social care, charity operations or project management.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience supervising staff and/or volunteers.</li> <li>• Experience working in a community, charity or support-based environment.</li> <li>• Experience supporting people facing vulnerability, poverty or crisis.</li> <li>• Experience organising or coordinating activities, rotas or service delivery.</li> <li>• Experience working collaboratively with colleagues or partners to support people with complex needs.</li> <li>• Some experience contributing to new or developing services (e.g., community projects or small service improvements).</li> <li>• Proven experience of developing new charitable services, projects or programmes from concept through to launch, ideally within a community or voluntary-sector setting.</li> <li>• Experience working within a supportive team culture to design, shape and implement new initiatives (e.g., community food projects, volunteer-led services, social support programmes).</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in food provision, community food projects, or emergency support settings.</li> <li>• Experience involved in the setup or development of a community pantry, social supermarket, or similar community initiative.</li> <li>• Experience of partnership working with charities, churches, schools or statutory services.</li> </ul>

# 4

## Person spec



Competence	Essential	Desirable
<b>Skills, knowledge &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Strong organisational skills, with the ability to manage multiple tasks across several sites.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Strong relationship-building skills with volunteers, staff and external partners.</li> <li>• Ability to train, support and motivate volunteers.</li> <li>• Ability to respond sensitively to guests and maintain a welcoming environment.</li> <li>• Good understanding of safeguarding principles and safe working practices.</li> <li>• Ability to manage accurate data entry and produce basic reports.</li> <li>• Ability to work independently, use initiative and problem-solve.</li> <li>• Ability to contribute to the development or improvement of services (such as supporting the setup of the Community Essentials Pantry Hub).</li> </ul>	<ul style="list-style-type: none"> <li>• Confidence in public speaking or representing the organisation at events.</li> <li>• Knowledge of food poverty, community food models or the Trussell Trust network.</li> <li>• Ability to analyse service feedback or trends to help inform improvements.</li> </ul>

# 4

## Person spec



Competence	Essential	Desirable
<b>Personal</b>	<ul style="list-style-type: none"> <li>• A practising and professing Christian, committed to upholding and contributing to the Christian ethos of the charity.</li> <li>• Genuine empathy for guests and a passion for supporting those facing hardship.</li> <li>• Well-developed emotional intelligence; calm, approachable and compassionate.</li> <li>• Energetic, friendly and able to foster a positive volunteer culture.</li> <li>• A strong team player, committed to collaboration, mutual support and contributing positively to a healthy team culture.</li> <li>• Discreet, trustworthy and able to handle confidential information.</li> <li>• Satisfactory Enhanced DBS.</li> <li>• Right to work in the UK.</li> </ul>	<ul style="list-style-type: none"> <li>• Clean driving licence.</li> <li>• Interest in involving people with lived experience in shaping services.</li> </ul>



# 5

## How to apply



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# 5

## How to apply



Vineyard Community & Richmond Foodbank is partnering with Charisma Charity Recruitment.

**Applications should be submitted through the [Charisma website](#) and include:**

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role, including the genuine occupational requirement to be a practicing Christian. Please also describe any potential conflicts of interest.

For an informal and confidential discussion about the role, please contact Nick Thomas, Senior Consultant, Charisma Charity Recruitment on 01962 813300 or email [info@charismarecruitment.co.uk](mailto:info@charismarecruitment.co.uk).

We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion\*, sexual orientation, age, veteran status or other category protected by law.

*\*In accordance with the equality act 2010 it is a genuine occupational requirement that the post holder is a practicing Christian.*

**Closing date: Thursday 22nd January 2026**

**Charisma vetting interviews must be completed by close of play on 26th January 2026**

**Interviews with Vineyard Community & Richmond Foodbank: Week commencing 2nd February 2026**



*I've now been in a great job I love and happily housed off the streets for almost three years all because of the team of people at Vineyard. I was freezing, hungry, and homeless when I arrived at their Crisis Drop-in back in 2021.*

HJ





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