

Job Pack – Food Resilience Project Lead

Thanks for your interest in working at Citizens Advice Somerset.

This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Somerset
- The role profile and background (page 3)
- Terms and conditions and Job Description (page 4 onwards)

Want to chat about this role?

If you want to chat about the role further, you can contact Amy Jones by emailing amy.jones@casomerset.org.uk



Our Values

Accessible

We respect and appreciate one another; this means we welcome people from all walks of life and backgrounds and that our culture is free of bullying, intimidation and negativity. We recognise personal qualities and skills and we respect our differences.

We treat one another as equals; this means that everyone in our Organisation is of equal value regardless of their role, title or area of responsibility.

We work hard to create a friendly and professional work environment; this means that we are welcoming, supportive and positive towards one another, clients, partners and other agency staff

Professional

We trust each other as professionals and as people; this means that each member of the organisation will accept responsibility for their actions and decisions. We honour our commitment to confidentiality so that we may speak openly and freely among ourselves.

We take individual ownership for our own performance and we show consideration for each other's needs; this means that we follow through on our promises, listen to each other and work together to problem solve. We co-operate and we think as a team.

We are committed to working together to improve our services; this means that we welcome fresh ideas and new ways of working and that we take time to gather feedback on our performance and to learn and improve.

Trustworthy

We practice open and honest communication; this means that we behave constructively and assertively to address any difficulties as they arise. We will work in an inclusive way with openness and transparency.

We are committed to spending time together and to developing our skills and knowledge; this means that we will attend meetings and training and that we will take time to keep everyone informed of our whereabouts and key activities.



3 things you should know about us

1. We're local and we're national. We are part of a national network of Independent Citizens Advice organisations. The Citizens Advice network offers direct support to people in around 260 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Somerset works

Citizens Advice Somerset provides free, confidential, and impartial advice. We are an independent, local charity and a member of the national Citizens Advice network.

Please explore our website to find out more about our work, partnerships and our impact.

Our services operate 5 days a week across Somerset. Our service is delivered via our Somerset Adviceline, Digital channels and face to face appointments in the community.

We have around 70 paid members of staff supported by an active board of 11 trustees and just over 100 volunteers. We have strong working partnerships with local stakeholders including our primary funder, Somerset Council.



The Role Profile and Background

Citizens Advice Somerset - Food Resilience Project Lead

This project builds on the foundations of a partnership between Spark Somerset, Trussell Trust, NHS Somerset, The Local Pantry Scheme and Somerset Council Public Health to consider food resilience in Somerset.

An increase in collaborative working across the VCFSE and statutory sectors has enabled:

- The ongoing development and management of an online tool which maps food resilience assets throughout the county including cooking & growing projects, community fridges & pantries, food banks and local food networks.
- A questionnaire to assess what cooking training and projects are available where and what further support they need.
- A Charter for emergency food projects to sign up to which encourages groups to support people along the food pathway moving them away from dependency on emergency provision with dignity and access to wraparound support.
- Calendar of local and national food and community wellbeing events designed to encourage local communities to engage in celebrating and supporting local food provision and networks.

The postholder will be based within Citizens Advice Somerset working from one of our offices (Taunton, Yeovil, Bridgwater or Shepton Mallet) with key partners within the food resilience system across the County.

You will:

- provide support to the Food Resilience Steering Group to ensure an expanding and sustainable working network
- work with partners to facilitate food training and cooking workshops to children and families throughout the County alongside wraparound support to be provided by Citizens Advice and other local organisations
- develop and administer a small grants scheme to allow local organisations to fund the workshops
- promote and expand the Food Alliance model in different areas of the County
- promote and be an ambassador for the ongoing work in relation to the Charter for emergency food
- work alongside steering group members to further strategic conversations about Food Resilience in Somerset

You will be a role model of our values and policies – working to the highest standards of openness, transparency and respectfulness and will champion the aims, principles, values and culture of the Food Resilience Steering Group members and partners in all that you do.

You will have experience of working with a variety of stakeholders who have differing and shared goals.

You will have an understanding of what is meant by food resilience and what impact this has on individuals and communities within Somerset. You will have a passion for reducing food inequalities experienced in Somerset and a commitment to the outcomes we achieve for clients and communities.

Terms and Conditions

Job title:	Food Resilience Project Lead
Reporting to:	Deputy CEO
Hours:	22.5 hours per week
Location:	Hybrid working with office accommodation at one or any of our Somerset locations with some home working
Salary:	£33,000 full time equivalent – will be pro rata for the hours agreed
Pension:	3% employer contribution
Contract:	2 year fixed term
Application deadline:	Monday 22 nd April 2024 at 12noon



What's in it for you?

- Hybrid working, working onsite across our Somerset locations and some home working.
- We offer a supportive environment where our people feel valued and enjoy plenty of opportunities for professional development within our service.
- You will join a service committed to its values, with a commitment to making a difference to the lives of our community.
- Work pattern of Monday to Friday, with usual working hours being between 9am and 5pm.
- 20 days paid annual leave plus statutory holidays (pro-rata for part time workers) with additional 3 days of discretionary leave in each year
- Auto enrolment pension scheme with an employer contribution of 3%



Next Steps

Please complete the application form and return it to: sam.hook@casomerset.org.uk

Interview dates are scheduled for: 30th April 2024 (in Taunton)

If you are selected for interview this date will be confirmed

Job Description

Main responsibility	Details	% of time
Partnership development	<ul style="list-style-type: none"> • Build on existing links, develop new connections and liaise with external agencies to work together in a collaborative approach to encourage engagement with the Food Resilience system in Somerset. • Facilitate food training and cooking workshops to children and families across Somerset in a variety of venues • Maintain a flexible and participatory approach to encourage, monitor and evaluated engagement • Work collaboratively, seeking advice and support when needed from the Food Resilience Steering Group • Support engagement with the partnership service delivery agencies to deliver early help and prevention, advice and support at a critical time. • Develop a methodology of monitoring and reporting on improved outcomes, assets and needs for the benefit of our communities • Input data as requested onto the appropriate systems 	60%
Networking and community engagement	<ul style="list-style-type: none"> • Work with the Food Resilience Steering Group to identify opportunities to expand the Food Alliance partnerships with local communities including funding opportunities. • Work closely with external agencies to provide collaborative and seamless support, encouraging people to engage with food related activities • Participate in and promote community engagement events 	20%
Grant scheme support	<ul style="list-style-type: none"> • Develop and manage a Small Grants Scheme to support the Food Resilience system • Effectively promote the scheme • Assess grant applications • Ongoing reflection of the efficacy of the scheme resulting in overall evaluation • Where appropriate, identify other sources of additional grant funding to support the development of food resilience pathways. 	20%

You are also expected to:

- Keep up to date with policies and procedures relating to the role and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with your line manager.
- Take personal responsibility for your own actions and for sorting out issues or problems that arise.
- Review and make recommendations for developments to the project.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Comply with all Citizens Advice information assurance guidelines.
- Carry out any other tasks to ensure the effective delivery and development of the service.

A job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

Person specification – these criteria will be used for shortlisting purposes

	Essential
A good understanding of relevant social policy and research (child poverty, government Food Strategy etc) with the ability to translate this understanding into engaging and meaningful community programmes	
Experience of working in a community context to develop programmes in response to local issues	
Knowledge of the processes and procedures relating to the management of and accountability for externally funded projects	
Excellent relationship management skills and the ability to work effectively with a diverse range of stakeholders and interest groups	
Ability to communicate effectively in person and in writing with many different stakeholders, and to research, analyze and interpret complex information in order to produce clear presentations, briefing documents and reports	
Experience of co-ordinating and managing project work across multi-professional teams and varied organisational/community settings	
A positive attitude to your work with the ability to be flexible and adaptable in response to the needs of other agencies and community groups	
The ability to manage your time effectively, meet deadlines and prioritize work tasks across multiple projects	
Confident and capable administration and IT skills including the use of cloud based applications (Teams video calls, SharePoint, Casebook and office software)	
A willingness to travel to meet the needs of the job	
A commitment to the aims and principles of Citizens Advice	
	Desirable
Experience of developing and overseeing a community grants programme	