Job Description

Job Title:	Community Larder Operational Support
Location:	Riverside Hub Towcester
Reports to:	Community Operations Managers
Job Type:	Flexible (including occasional early mornings, evenings, or weekends to accommodate collections, deliveries, and events)
Closing Date:	7th December 2026
Hours and Salary	30 hours per week - £15.50 per hour £24,180 per year
Project Summary:	We are a community larder network that partners with local supermarkets, businesses and food surplus providers to distribute affordable food throughout the community and reduce food waste. Provide an affordable way for the community to access healthy budget-friendly surplus food that would otherwise go to waste. Partner with support organisations to reach people who need food support. To advance community members' knowledge and skills around budgeting for and preparing nutritious meals and reduce food waste.

Job Summary:

As SNVB Community Larder Operational Support Worker, you will provide comprehensive, hands-on operational and logistical support to the project Operations Managers to ensure the seamless execution of daily Larder activities. You will assist in coordinating day-to-day operations through the transport, collection, delivery, and distribution of food, while helping to maintain the overall health and safety of both the site and the service.

You will be responsible for running Larder sessions, maintaining membership databases and acting as a welcoming point of contact for the community.

You will actively support the cultivation of local partnerships and Corporate Social Responsibility (CSR) initiatives, coordinate volunteers, and help maintain regular community communications. Additionally, you will play a key role in administrative upkeep by gathering, inputting, and organising the essential data metrics required for grant reporting and funding compliance.

Due to the dynamic nature of surplus food rescues, supplier schedules, and community sessions, working hours are flexible and will occasionally require out-of-hours working (including early mornings, evenings, or weekends) to accommodate collections, deliveries, and events.

Job Requirements:

Daily Larder & Logistics Support

- Drive project vans for scheduled and ad-hoc surplus food collections and deliveries across suppliers, venues, and donation points, practising safe manual handling.
- Assist Operations Managers with incoming deliveries, stock rotation, and maintaining strict ambient and cold-chain storage requirements.
- Maintain site health and safety, cleanliness, and Food Safety compliance across the physical larder environment.
- Set up and pack down equipment and stock for operational larder sessions, working flexibly around session and delivery schedules.
- Run the operations of a Larder session or Pop-up.

Administration & Database Management

- Maintain accurate membership records using Microsoft Office and Forms, ensuring full GDPR compliance.
- Process new member registrations, track weekly subscriptions, and reconcile basic cash and digital payments.
- Record and compile core operational metrics (such as food weights saved and member attendance) for compliance and reporting.

Volunteer & Community Engagement

- Act as a welcoming, empathetic, and non-judgmental first point of contact for community members, donors, and visitors.
- Coordinate volunteer driver and session rotas, share weekly updates, and assist with onboarding new volunteers.
- Draft and schedule updates across community communication channels, including social media, notice boards, and newsletters.

Partnerships & Funding Support

- Support Operations Managers in delivering initiatives with local schools, businesses, and Corporate Social Responsibility (CSR) partners.
- Gather qualitative community impact stories alongside quantitative logistics data to build evidence portfolios for grant reporting.

Role Specifications:

Essential Requirements

- A full, clean UK driving licence with confidence driving a van or larger vehicle (or willingness to drive project vehicles for food collections and deliveries).
- Flexibility to work outside of standard office hours when required to meet collection, delivery, and larder session schedules.

Skills & Competencies

- Strong organisational and time-management skills.
- Good IT skills, including Microsoft Office, and online communication platforms.
- Excellent organisational skills with a natural ability to multi-task, plan efficient collection/delivery routes, and keep accurate records.
- Clear verbal and written communication style, suitable for engaging with diverse stakeholder groups, donors, and suppliers.
- Physical fitness and ability to safely lift.

Personal Attributes

- An empathetic, patient, and non-judgmental approach to supporting community members from varied backgrounds.

- A reliable team-player with a proactive, hands-on attitude and the physical capability to lift and transport food crates safely.
- Passion for food waste reduction, environmental sustainability, and community initiatives.

Desirable (But Not Essential)

- An active Level 3 Food Hygiene and Safety certificate (training can be fully provided on the job).
- Prior experience in logistics, multi-drop driving, or stock management.
- Prior experience volunteering or working within a third-sector, community hub, or customer-facing environment.