

Redbridge Foodbank – Warehouse Operations Manager

Job Description

Sector:	Foodbank Charity
Location:	Broadmead Warehouse
Hours:	21 hours per week, flexible
Contract:	Fixed term for 2 years, with potential extension
Salary:	£19,200 (pro-rata) (£32,000 FTE)
Reports to:	Project Manager

About Redbridge Foodbank

Redbridge Foodbank is a Christian organisation and a member of the Trussell network. Its purpose as a Charitable Incorporated Organisation (CIO) is to prevent or relieve poverty within the London Borough of Redbridge and the surrounding areas. It does this primarily by providing food, hygiene items, and essential household products, as well as offering related services, assistance, and support to people in need.

Our activities are co-ordinated nationwide through our partnership with Trussell, to contribute to a United Kingdom that no longer needs food banks.

Our Core Values:

The following are the lived values that have been at the core of Redbridge Foodbank's fifteen-year history and will be carried through into our future.

Compassion, Community, Dignity, Empowerment & Equity.

Role Overview

The Warehouse Operations Manager oversees the smooth operation of the food collection and distribution programme of Redbridge Foodbank. This operation will be based at the Redbridge Foodbank warehouse.

Role Purpose

The post-holder is responsible for the strategic and operational management of all foodbank logistics and warehouse functions. This includes overseeing the receipt, storage, handling, and distribution of food and essential goods; ensuring compliance with all relevant health, safety, and food hygiene regulations; and leading staff and volunteers to deliver an efficient, safe, and compassionate service. The role ensures that operational activities align with organisational standards and support the foodbank's mission to provide effective assistance to individuals and families in crisis.

The successful applicant will design and deliver a phased system to introduce chilled and frozen food capabilities into the organisation's distribution network, launching after the Redbridge Food

Hub opens in 2027/28. They will also lead the implementation of a digital inventory system to improve stock visibility, accuracy, and operational efficiency.

Key Responsibilities

Operational Leadership

- Manage the day-to-day operations of the foodbank warehouse and distribution activities.
- Oversee the receipt, inspection and safe storage of donated and purchased goods.
- Ensure efficient stock rotation, accurate inventory management and minimisation of waste.
- Coordinate the preparation and distribution of food parcels and bulk orders to partner agencies.
- Develop and implement operational procedures to ensure consistency and productivity.
- Design and deliver a phased chilled and frozen food system.
- Introduce a digital inventory management system to improve stock control and efficiency.

Compliance, Health & Safety

- Ensure full compliance with food safety legislation, warehouse regulations, and organisational policies.
- Conduct regular risk assessments and maintain a safe, clean, and well-organised working environment.
- Oversee temperature monitoring, pest control, waste management and hygiene protocols.
- Ensure all staff and volunteers receive appropriate training in manual handling, equipment use and safety procedures.

People Management

- Lead, supervise and support warehouse staff and volunteers.
- Manage rotas, allocate tasks and ensure adequate warehouse staffing and volunteering levels.
- Provide training, guidance and performance feedback to ensure high standards of practice.
- Foster a positive, inclusive and mission-driven team culture.

Logistics & Coordination

- Plan and manage transport logistics, including vehicle loading, delivery schedules and liaison with drivers.

- Coordinate with referral agencies, suppliers, donors and community partners to ensure smooth operations.
- Support cross-departmental collaboration to enhance service delivery.

Administration & Reporting

- Maintain accurate records of stock movements, deliveries and distributions.
- Produce operational reports for senior management and trustees as required.
- Manage warehouse budgets, equipment maintenance and procurement of supplies.
- Ensure documentation is audit-ready and compliant with internal and external standards.

Additional Information

We have funding to cover DBS checks for this role.

21 hours worked across the week, with required attendance on Monday, Wednesday, and Friday.

Person Specification

Essential

- Proven experience in operations, logistics, warehouse management or a related field.
- Strong organisational, planning and problem-solving skills.
- Ability to lead, supervise and motivate staff and volunteers.
- Knowledge of food safety standards and health & safety regulations.
- Competence in stock management systems and general IT applications.
- Ability to work under pressure and manage competing priorities.
- Clean driving licence and experience driving vans.

Desirable

- Experience within the charity, community or non-profit sector.
- Forklift or warehouse equipment certification.
- First Aid or Health & Safety qualifications.
- Understanding of issues related to poverty, food insecurity and community support services.

Personal Attributes

- Professional, reliable and committed to high operational standards.
 - Compassionate and aligned with the values and mission of the foodbank.
 - Strong communication and interpersonal skills.
 - Adaptable, proactive and solution-focused.
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