



Job Description: Business Manager – FreeShop Crawley

Job Title: Business Manager

Organisation: FreeShop Crawley

Reports to: Chief Executive Officer

Hours: Part-time (negotiable hours)

Location: Crawley, West Sussex (with some hybrid working)

Salary: Dependent on experience

About FreeShop Crawley

FreeShop Crawley is a community-focused food bank and wellbeing charity dedicated to supporting individuals and families experiencing financial hardship, food insecurity, and social isolation. Through free food provision, wellbeing projects, and practical support, we help local people build resilience and feel valued and connected within their community.

The Business Manager plays a vital operational and strategic role, ensuring the charity runs smoothly, remains compliant, and is equipped to deliver its services effectively.

Purpose of the Role

The Business Manager will oversee the HR and finance responsibilities of FreeShop Crawley, ensuring robust systems, smooth day-to-day administration, legal compliance, safe working practices, and efficient use of resources. This role supports the CEO, volunteers, and staff, and helps ensure the organisation can continue delivering high-quality support to the community.

Key Responsibilities

1. Governance, Compliance & Safeguarding

- Maintain and update all organisational policies and procedures.
- Monitor compliance with charity regulations, GDPR, and relevant legislation.
- Oversee health & safety, including risk assessments, incident reporting, and COSHH requirements.
- Manage safeguarding documentation and support reporting processes.
- Prepare board papers, reports, and minutes for the Trustees.

2. Operations & Administration

- Manage day-to-day administrative operations for the food bank and wellbeing services.
- Manage the organisational inbox and communication flow.
- Oversee office supplies, equipment, contractor relationships, and service contracts.
- Implement and refine operational systems to support efficiency and service quality.



- Maintain accurate administrative records, databases, and internal reporting.

3. HR & Volunteer Support

- Assist with staff recruitment, onboarding, and induction.
- Maintain HR files, training records, leave tracking, and performance documentation.
- Oversee compliance with mandatory training (e.g., food hygiene, safeguarding).
- Support volunteer processes alongside volunteer coordinators.
- Promote staff and volunteer wellbeing within the organisation.

4. Finance & Reporting Support

- Work with the Finance Officer/Treasurer on budgeting, expenditure tracking, and financial processes.
- Support grant monitoring, outcomes reporting, and compliance with funder requirements.
- Assist with procurement, invoice processing, and service contract renewals.

5. IT, Digital & Communications

- Maintain website content and ensure information is up to date.
- Support social media management and digital engagement activities.
- Oversee IT systems, user accounts, data security, and software subscriptions.
- Manage internal digital tools such as CRM systems, scheduling tools, and volunteer databases.
- Draft letters, newsletters, and official communications when needed.

6. Facilities, Safety & Wellbeing

- Oversee food bank site compliance including safe storage, hygiene, and premises checks.
- Manage insurance policies (including public liability and employer's liability).
- Ensure safe working environments for staff, volunteers, and service users.
- Assist in coordinating wellbeing-related workshops, events, and community activities.

Person Specification

Essential

- Experience in business management, operations management, or charity administration.
- Strong organisational skills and the ability to manage multiple priorities.
- Knowledge of GDPR, HR processes, and health & safety requirements.
- Excellent written and verbal communication skills.

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- Strong IT and digital competency (office systems, databases, websites, social media).
- Ability to work independently and maintain confidentiality.
- Empathy and alignment with FreeShop Crawley’s values and community-focused mission.

Desirable

- Experience working in a charity, food bank, or community support setting.
- Knowledge of safeguarding and risk management.
- Experience supporting volunteers.
- Understanding of local community needs within Crawley or West Sussex.

Key Competencies

- Integrity and reliability
- Empathy and community awareness
- Proactive problem-solving
- Attention to detail
- Strong interpersonal skills
- Strategic thinking with hands-on flexibility