

## **The staff team**

**Sam Gilchrist-Project Manager.** Sam is responsible for leading the development of the WNFB to meet the needs of people experiencing poverty across West Northumberland. Sam's role includes oversight of the Helpline/Targeted Support Service and the Delivery service, the coordination of day-to-day operations such as fundraising, managing our Hardship Fund and staff and volunteer line management alongside working with Trustees to lead project development through continuous evaluation and planning and also collaborating with other organisations to raise awareness and combat the effects poverty.

**Owain Bennett-Team Leader, Targeted Support Workers.** Owain is responsible for recruitment, training, and development of our team of volunteer Targeted Support Workers who operate the Helpline. He ensures support services for callers are delivered to a high standard, making sure callers are listened to and treated with kindness alongside providing information and signposting to other services and organisations. Owain also investigates and disseminates information to target support to address the causes/effects of poverty and provide follow on support to address the consequences of persistent poverty for the people we help.

**John Stoker- Logistics Manager.** John is Team Leader of our Logistics Volunteers including volunteer drivers and manages the Delivery function of the Helpline and Delivery Service. He coordinates the entire chain from the collections of donations, H+S Food Standards and stock management through to coordinating Helpline orders and developing and implementing doorstep delivery systems. John is also responsible for the collection, processing, analysis, and storage of data from Helpline monitoring forms and delivery sheets as well as taking the lead on other resources including our vans, our website and our IT systems.

**David Vause-Warehouse Deputy.** David is based in our warehouse and assists John in the logistics operation by carrying out weekly vehicle checks to ensure efficient collections / deliveries alongside assisting in stock control to keep supplies running smoothly. David also deputises for John and supervises the logistics team.