Naomi Bellamy

Community Services Manager · Food Access and Advice

community-services-manager@example.test
Bristol, UK

Service outcomes

92% stock availability — Share of requested staple items filled across eight weeks, up from 81%.

From nine to four days — Median time to first advice appointment after an eligible referral.

Summary

Manages food access and advice services across three neighbourhood sites. Plans staffing, supports volunteer coordinators and works with specialist partners to keep referrals and service records auditable.

Experience

Community Services Manager

Harrowfen Neighbourhood Trust | 2022-04 – Present

- Managed 11 staff across three neighbourhood sites. Reviewed volunteer cover and confirmed a named duty lead for each opening period.
- Reached 92% stock availability for staple items by matching delivery days to each site's usage. Compared eight-week windows covering the same sites and items.
- Reduced median referral waits from nine to four days. Agreed a shared appointment list with two advice partners and tracked acceptance against the original referral.
- Reviewed anonymised case trends with the safeguarding lead. Routed individual concerns through the agreed escalation process.

Community Programme Coordinator

Limehaven Resource Network | 2018-09 – 2022-03

- Coordinated a weekly pantry and trained volunteer leads to record availability consistently across sessions.
- Prepared monthly reports separating household visits from individual attendance and checked totals before submission.

Education

BA Community Development

Brackenmere College | 2018

Skills

Programme delivery · Volunteer coordination · Service reporting · Referral partnerships · Safeguarding escalation

Languages English · French