



WE ARE SEEKING VOLUNTEERS IN THE FOLLOWING ROLES

Admin assistant

Duties include:

Supporting the administration of the foodbank working alongside the Administrator performing a wide range of tasks including filing, photocopying, word processing documents, keeping records up to date, organising stationery etc.

Maintain a safe, tidy and professional working environment

Points to consider:

Good telephone manner/communication skills are essential

Have the ability to communicate using email and use a computer to retrieve and record information

Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Friday between 9am – 3pm

Client services assistant

Duties include:

Supporting the Client Services Manager

Answering telephone calls, relaying messages and requests for food parcels

Ensure all relevant information is made available to relevant staff efficiently

Generate e-voucher information for processing using a computer

Undertake telephone assessments and formalise agreements with people who use the service

Maintain a safe, tidy and professional working environment

Points to consider:

Good telephone manner/communication skills are essential

Have the ability to communicate using email and use a computer to retrieve and record information

Have the ability to read and write instructions in a legible manner

Working under pressure at busy times

- Days/hours available: Monday, Wednesday and Friday between 9.45am and 2.15pm

Collections driver

Duties include:

Transporting donations of food and associated items from a variety of collection points to the foodbank warehouse

Shuttling food items to/from offsite storage

Points to consider:

Preference for volunteers to have own vehicle for which mileage will be reimbursed and must hold a current and valid driving licence, insurance and MOT if using own vehicle

Lifting/carrying involved and there will be a requirement to undertake lifting and handling training

COVID awareness in respect of visiting range of premises

Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Friday between 8am and 2pm, occasionally Tuesday and Thursdays between 8am – 2pm

Delivery drivers

Duties include:

Deliver food parcels to people's homes where they are unable to attend the foodbank for collection

Points to consider:

Lifting/carrying involved and there will be a requirement to undertake lifting and handling training

Preference for volunteers to have own vehicle for which mileage will be reimbursed and must hold a current and valid driving licence, insurance and MOT if using own vehicle

Interaction via telephone with service users may be required

COVID awareness in respect of delivering to people's homes

Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Friday between 2pm – 4pm

Distributions assistant

Duties include:

Adding fresh produce and extra items to food parcels before dispatch to guests and / or delivery driver

Maintain a safe, tidy and professional working environment

Points to consider:

Some lifting involved and will be required to undertake lifting and handling training

Attention to detail

Awareness of availability of items each session

Working under pressure at busy times

COVID awareness whilst working with others and on cleanliness of work station

Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Friday between 9.45am and 2.15pm

Grounds maintenance

Duties include:

Maintenance of the grassed area and shrubs surrounding the foodbank

Litter picking and general sweeping of paths

Cleaning of windows and doors on ground level

Points to consider:

Have previous experience of grounds maintenance or gardening

Be able to use a strimmer and hand hedge cutting tools

Awareness of health and safety

External work in all weathers

Physically demanding

- Days/hours available: Flexible between 8am – 3pm Monday to Friday

Kitchen/café assistant

Duties include:

Preparation of drinks/light meals for volunteers and foodbank guests
Keeping kitchen and café areas are clean and tidy to conform with food hygiene standards
Ensuring kitchen all equipment is in order/stored at end of session
Completion of food hygiene records, meal plans and complete checklists

Points to consider:

Willing to undertake food hygiene certificate training

- Days/hours available: Monday, Wednesday and Friday between 9.45am and 2.15pm

Meet and greeter

Duties include:

Providing the first point of contact for people who are using or visiting the foodbank
Maintaining the appearance of the reception area

Points to consider:

Have excellent customer service and communication skills
Be able to diplomatically deal with challenging situations should they arise
Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Friday between 9.45am and 2.15pm

On call volunteer

Duties include:

Willingness to complete a range of varied tasks to assist specific need during sessions
Tasks could include - decanting, box assembly, sorting items, stocking areas
Stepping in for role of other volunteers at short notice (if required)
Maintain a safe, tidy and professional working environment

Points to consider:

Flexibility is important in this role
Ability to work independently
Awareness and understanding of role of other volunteers
Working under pressure at busy times
Some lifting involved and will be required to undertake lifting and handling training

- Days/hours available: Monday, Wednesday and Friday between 9.45am and 2.15pm, some Tuesday and Thursday hours available

Painter and decorator

Duties include:

Redecorating and then ad hoc decorative maintenance of the offices, café, corridors, rest rooms etc. within the foodbank

Points to consider:

Have previous experience of painting and decorating
Working at heights using a range of painting and decorating equipment, paints and cleaning solutions supplied by the Foodbank

- Days/hours available: Tuesday and Thursday between 8am – 3/4pm

Pantry assistant

Duties include:

Packing pantry items from guest pick list
Checking written comments on pick lists to ensure that food parcels meet guests individual needs
Transferring pantry items to distribution assistants
Some lifting involved
Ensuring work area remains clear/safe at end of session

Points to consider:

Work individually or with partner
Attention to details on pick-list particularly additional written comments
Good communication with distribution volunteers
Working under pressure at busy times
Some lifting involved and will be required to undertake lifting and handling training
Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Friday between 9.45am and 2.15pm

Telephone assessor

Duties include:

Telephoning guests to undertake needs assessment and welfare check
Be aware of fresh/extras available each session
Be aware of up-dated information for guests (share as appropriate)
Using referral information make contact and check welfare by phone
Pass on any concerns including raising safeguarding alerts to Client Service Manager
Ascertain using pick list current guests needs (food/provisions)
Pass recorded information to pantries to activate pick
Maintain a safe, tidy and professional working environment

Points to consider:

Good telephone manner/ communication skills essential
Safeguarding awareness important part of role
Attendance at morning meeting in order to be aware of current message/information
Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Friday between 9.45am and 2.15pm

Warehouse assistant

Duties include:

Weigh in/out donations of food and associate items
Record weights
Unloading/loading vehicles
Lifting/carrying warehouse items
Ensuring pantries are stocked
Assisting with stock rotation(date order)
Maintain a safe, tidy and professional working environment
Decanting of food and associated items

Points to consider:

Significant amount of lifting involved and will be required to undertake lifting and handling training

Working under pressure at busy times

Have the ability to read and write instructions in a legible manner

- Days/hours available: Monday, Wednesday and Fridays between 8/9am and 2pm, some Tuesday and Thursday hours available

ADDITIONAL INFORMATION FOR ALL THE ABOVE VOLUNTEER ROLES

Full initial and ongoing training and support provided, including regular morning 'catch up' meetings

Refreshments and light lunch available

Personal protective equipment provided

Covid lateral flow tests provided

Accessible, free car parking

MORE INFORMATION PLEASE CONTACT US

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