

### **Job Description**

Salford Foodbank provides emergency food parcels to local people who are referred to us in crisis. Food is donated, sorted and packed at our warehouse, then delivered to 7 centres across Salford, where teams of our volunteers greet people as they pick up their food parcels. In addition to food – visitors can access support and advice across our centres to help them maximise their income and ensure they are less likely to need to use the foodbank again.

You'll be joining a friendly team of 6 part-time staff and approx. 80 volunteers, all dedicated to supporting people living in poverty. We are part of Trussell, a nationwide network of foodbanks.

**Rate of pay:** £13 per hour

**Full-time / part-time:** Part time – 27.5 hours per week (ideally 9am – 3pm Monday- Friday. Some flexibility available)

**Temporary / permanent:** 2-year fixed contract, with continuation of contract based on funding

**Location:** Salford Foodbank warehouse and office, 4 Kansas Avenue, Media City, Salford, M50 2GL

**Overall responsibility of the job:** Co-ordinate the pool of over 80 skilled volunteers in a variety of roles across the Foodbank operation. Welcome volunteers, arrange appropriate training and ensure volunteers feel valued and informed. General admin duties within the office setting will include welcoming visitors, accepting donations and answering phone enquiries.

#### **Specific responsibilities around the volunteer coordinator role**

- Manage all volunteers across the Foodbank operation – including warehouse volunteers, centre-based volunteers and drivers.
- Welcome teams of warehouse volunteers – teams of approx 6 regular volunteers each day for a 2 hour shift.
- Welcome teams of ad-hoc corporate volunteers.
- Motivate volunteers in their roles.
- Manage day-to-day rotas and volunteer availability and ensure volunteer records are kept up to date.
- Arrange volunteer training tailored to each role – to include eg health and safety, manual handling, safeguarding, conflict management, signposting.
- Ensure that all volunteer policies and procedures are followed as per Trussell guidance. Promote and maintain a safe working environment.
- Where necessary, recruit and induct new volunteers.
- Arrange seasonal volunteer celebration events.
- Support volunteers in developing their skills.
- Support volunteers to share their experiences to help promote the work of the foodbank.
- Work alongside the Foodbank manager to ensure volunteers are kept informed of foodbank news and developments.

### **Specific responsibilities around the admin assistant role;**

Based in the foodbank warehouse and office this role will include a variety of admin duties, alongside other colleagues;

- Greet and thank members of the community (individuals, schools, church groups etc) as they drop off food donations.
- Answer phone and email queries – this could be from foodbank clients, referral partners, donors or corporate supporters.
- Welcome foodbank clients – be understanding and empathetic to their needs, direct them to our Foodbank centres across Salford and explain how to access our services.
- Be familiar with other local food providers and charitable organisations across Salford to signpost foodbank clients appropriately.
- Attend team meetings and training sessions.
- The staff team is a small team so you may be asked to get involved in other tasks to assist your colleagues and provide cover when others are away.

### **PERSON SPECIFICATION**

#### ***Key Skills, knowledge, and desirable experience***

- Experience of working with and coordinating a team of volunteers
- Observing relevant regulations, including safeguarding and health and safety
- Ability to work independently and unsupervised
- Competent IT user
- Confident in recording data
- Local Salford based knowledge would be beneficial

#### ***Personal attributes:***

- Passionate about tackling poverty in our local community
- Excellent communicator and positive thinker
- Enthusiastic, encouraging, and welcoming, able to motivate volunteers
- Confident, self-motivated and able to carry out responsibilities with minimum supervision
- Supportive of the goals, Christian ethos, values and vision of Salford Foodbank

To apply please send your CV alongside a covering letter telling us why you'd like to join the team at Salford Foodbank and what skills and experience you can bring. Please send to [recruitment@salford.foodbank.org.uk](mailto:recruitment@salford.foodbank.org.uk)

To discuss the role in more detail please contact Emma on 0161 637 2120.

Application deadline 5pm on Wednesday 7<sup>th</sup> May.

Interviews expected to be held w/c Monday 12<sup>th</sup> May.