



Foodbank Volunteer Coordinator

Job Description and Person Specification

JOB DESCRIPTION

Responsible to: The Project Manager and Trustees of Arfon Foodbank

Responsible for: Coordinating and supporting volunteers at Arfon Foodbank

Salary: £16,500

Part-time: 24 hours per week

Location: a blend of working from home, working in the foodbank, and with regular recruitment and networking events

Contract length: Post for one year with renewal subject to further funding

Overall responsibility of the job: The Volunteer Coordinator will match current volunteers to strategic roles, liaise with statutory volunteer agencies and recruit general and strategic volunteers through advertising and networking. They will also integrate volunteers into the foodbank using Assemble and ensure our volunteers are better motivated and more skilled. They will do the latter by equipping current staff and leaders in the foodbank and by implementing ongoing volunteer training and support.

Specific responsibilities:

Recruitment

- Determine volunteer needs on a quarterly basis with project manager
- Ensure current volunteer needs are communicated to appropriate channels, both internal and external
- Attend networking events and organise information sessions for volunteer recruitment
- Identify and equip key people who function as gatekeepers within their communities to recruit volunteers

Induction

- Review current induction materials and journey for new volunteers

- Make edits to current volunteer handbook
- Oversee the induction of new volunteers

Management and retainment

- Equip team and shift leaders to provide better support for new and current volunteers
- Implement Assemble to record information about volunteers, including rotas, milestones, and relevant trainings and skillsets
- Connect regularly with volunteers to ensure they are up to date on any news or developments at the food bank
- Act as the main point of contact for any concerns, compliments or suggestions raised by volunteers
- Liaise with the foodbank manager to recognising volunteers for their hard work and achievements

Reporting & Other

- Meet monthly with project manager to evaluate current practices and troubleshoot where needed
- Collaborate with project manager to provide quarterly reports on volunteer activity
- Meet monthly with Arfon Foodbank's core team to report on progress
- Manage and support volunteers who transition out

PERSON SPECIFICATION

Experience:

- Experience managing volunteers within a charity
- Experience working with people from many different backgrounds
- Experience in leading a team
- Experience using a database to track progress and information for users
- Familiarity with churches and Christians of different denominations

Key Skills

- Empathetic and active listener
- Ability to manage and monitor the development of a project
- Good written and oral communication
- Confident user of email, document and spreadsheet applications, and internet
- Ability to work independently and unsupervised

- Adept at connecting with people over the phone
- Spoken Welsh proficiency is preferred but not required

Personal attributes

- Motivated by placing people in environments where they thrive
- Passionate about tackling poverty
- Flexibility in a changing work environment

Other Requirements

- DBS Check
- Occasional travel within Arfon

Training provided

- Induction training
- IT training as required