



BOW FOOD BANK JOB DESCRIPTION AND PERSON SPECIFICATION

Job title:	Volunteer Co-ordinator/Administrator
Reports to:	Executive Director and Operations Manager
Salary:	Actual salary £22,400 (0.8 – 4 days/week) FTE 28,000
Place of work:	Office at Bow Road. Bow Foodbank at the Bromley-by-Bow Centre and Bethnal Green Foodbank at Raine's Foundation School, Approach Road, Bethnal Green.
Hours of work:	28 hours per week (days and hours to be agreed)
Annual Leave	25 days + 8 Bank Holidays (pro rata – Actual days 26.5)
Pension:	The Charity will contribute 3%, employee contribution 5%

This position is offered initially on a 2-year fixed term contract.

Context

Since its inception in 2014 Bow Food Bank was based in a church, serving around 120 clients a week by the end of 2019. The Bethnal Green Food Bank was set up early in 2020 also located in a local church. Over the pandemic, demand for both food banks grew at an unprecedented rate, to the extent that we were serving over 1000 adults weekly and around 2,500 children. As a result, both foodbanks moved to larger premises.

Originally set up and run entirely by volunteers, the scale of the operation has grown and the Charity trustees decided to employ a small number of staff. However, most of the day-to-day operation of the food banks is still carried out by more than 200 dedicated volunteers.

The Charity has only three employees and so we expect people to be highly flexible in their roles, with a “can do” attitude, willing to turn their hand to anything that needs to be done.

Purpose of the role

To coordinate a large volunteer workforce, setting up procedures and ensuring that volunteers are trained and supported in their roles.

To provide administrative support to the Executive Director and Operations Manager of Bow Foodbank.

Tasks and responsibilities

Volunteers

- Respond to enquiries from volunteers (current and new)
- Oversee the volunteer rota and database
- Liaise with the Operations Manager to ensure that there are enough volunteers on the rota prior to each foodbank session (using 3-rings, our Volunteer Database)
- Implement a system of volunteer sign-in sheets at each foodbank session to comply with health and safety policies
- Make arrangements for corporate volunteer teams where appropriate
- Propose and identify new roles for volunteers and produce role descriptions
- Train volunteers on how to use the client e-registration system
- Develop an induction programme for new volunteers
- Write and disseminate volunteer procedures / volunteer manual
- Ensure that volunteers are aware of and comply with the charity's policies and procedures at all times
- Be responsible for producing and distributing a regular volunteer newsletter and informing volunteers of news items/events through 3-rings and Mailchimp
- Organise Volunteer events at least twice a year

Client related

- Upload privacy agreements to e-reg system, being responsible for shredding paperwork and data protection of client data
- Ensure compliance with GDPR
- Work with the Operations Manager to provide regular reports on clients and client visits to the Executive Director

Other foodbank related tasks

- Assist Operations Manager with stock ordering as required
- Make arrangements for deliveries/collections of donated food
- Keep accurate records of food donated and values, ensuring that volunteers complete the relevant forms – provide monthly reports to the Executive Director

Office and administration

- Reply in a timely manner to emails received by the Foodbank through various email accounts
- Answer the foodbank telephone and respond to voicemail messages
- Purchasing of office supplies and stationery
- Respond to donors with thank you letters/certificates
- Ensure that the office is tidy and well-organised with filing up to date (paper and electronic)
- Other general administrative tasks

Other

- Occasionally deputise for foodbank Operations Manager

PERSON SPECIFICATION

Knowledge, skills and experience

The successful candidate must have excellent organisational and time management skills

Experience of office administration, performing tasks to a high standard

Working with volunteers, with the ability to motivate and engage people from different backgrounds

Knowledge and experience of using databases

Excellent skills in MS Office applications, including Excel and Word

General IT skills, including e-mails, on-line file storage (using MS-365 Sharepoint)

Data management skills, able to understand and interpret information

Understanding of GDPR and its practical application in working with volunteers and clients

Good time management

Communication skills, both oral and written

Personal qualities

A commitment to Equality and Diversity and a demonstrable commitment to the ethos of Bow Foodbank

Able to work on own initiative

HOW TO APPLY:

Please send a copy of your CV (no more than 2 pages) and a supporting statement demonstrating how you meet the criteria in the person specification, giving examples. The statement should be no longer than two pages.

Please send your application to: jobs@bowfoodbank.org

Closing Date Sunday 17th July 2022

Interview dates: TBC provisionally first week of August