

## **Volunteers and Logistics Assistant**

### **Role Profile and Job Description**

This is an exciting and challenging opportunity to be involved in the work of the largest independent foodbank in Northumberland.

Wansbeck Valley Food Bank is a local charity set up to help prevent and relieve poverty or financial hardship by providing food for those in need of help in the Wansbeck Valley area of Northumberland.

The Food Bank has been running for just over ten years and in that time has collected and distributed over £1 million worth of food to those in need. Currently we have circa 70 volunteers and operate a delivery service from our Morpeth warehouse and distribution point in Ashington.

Wansbeck Valley Food Bank [WVFB] enjoys widespread community support, recognition from the local authority, statutory agencies, and front-line support agencies.

As part of meeting the increased demands on the Food Bank we are seeking a part time salaried **Volunteers Coordinator and Logistics Assistant** to join our team. He/she will work in association with the Food Bank Co-ordinator, and others within the team to ensure an efficient response to client needs and the effective operation of the Food Bank. This is a position in a developing charity, which will evolve over time, attracting relevant duties and responsibilities as they arise. The prospective candidate should be prepared for additions and amendments to this job description. This role will be based at our office and warehouse facility located at Northgate Hospital, Morpeth.

#### **Part time**

**permanent position:** 2-3 days per week [by agreement] 10 am until 2pm each day

**Annual Salary:** This role is offered on a part time basis in terms of the number of days or hours worked per week. The salary and holiday entitlement offered will therefore be calculated on a pro rata basis from the full time salary of £22,000 working 35 hours per week (£12.09 per hour), and a pro rata holiday entitlement based upon a full time allowance of 28 days and 8 statutory bank holidays.

The days and hours will be negotiated at the time of appointment between the successful applicants and the Trustees of the Food bank.

**Working Location:** The main office for the Food Bank is presently at Northgate Hospital Morpeth. Occasional travel may be necessary. Any change to location would be agreed in advance and by negotiation.

**Responsible to:**           **Food Bank Co-ordinator**

**Purpose of the role:** To assist the Food Bank Co-ordinator in delivering effective administrative services with specific responsibility for coordinating volunteer rotas, scheduling deliveries to clients and vehicle management.

**Specific Responsibilities:**

- To work flexibly alongside the food bank coordinator, colleagues, and volunteer leaders
- Schedule and maintain volunteer rotas to meet service requirements.
- Support the processes required for the recruitment and retention of volunteers
- Process volunteer applications, issue identity badges and maintain records as appropriate
- Provide first line support to volunteers during session hours; this will include interrogation of client records and other relevant information to allow consistent and real time guidance on matters escalated by the front-line teams
- Liaise with Front of House to produce/maintain daily delivery schedule
- Co-ordinate collections e.g., shops, schools, churches etc. and arrange van hire when required.
- Ensure vehicle road tax and insurance is legal compliant.
- Schedule MOT and vehicle servicing as required.
- Administer volunteer sanction-to-drive requirements.

**Requirements:**

- Ability to work as part of a team.
- Ability to be flexible and respond to emerging and challenging demands on the Food Bank.
- Adherence to the Food Bank's operational policies and procedures including privacy and confidentiality policies.
- Undertake relevant training and development activities that are relevant to the role to ensure compliance with legislation, health and safety and safe working practices

**Key Skills:**

- Good standards of communication – both written and oral, in person and via phone and email.
- Strong interpersonal skills and the understanding to engage with and support volunteers and vulnerable people.
- Good ICT skills including regular use of Windows, email, Internet, word processing, spreadsheet, database, publisher, and presentation software (e.g., Microsoft Office).
- Social Media awareness.
- Ability to deliver, working independently and unsupervised.
- Ability to cope flexibly with multiple tasks and demands.

**Personal Attributes:**

- Ability to work to achieve competing deadlines.
- Honesty and integrity.
- Value all the people who come into contact with, or work in, WVFB.

**Holidays:**

Refer to comments made in Annual Salary above. It will be mandatory for some of the holiday entitlement to be taken during closures of your place of work.

**Disputes Reconciliation:**

WVFB Trustees

**Timetable:**

- Closing date for application: 25<sup>th</sup> June 2023
- Selected applicants will be invited for interview.
- Subject to satisfactory interview and references an offer of appointment will be made to the chosen candidate.

Submit application and email address for further correspondence  
[recruit@wansbeckvalleyfoodbank.org](mailto:recruit@wansbeckvalleyfoodbank.org)

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