

Volunteer Engagement Coordinator

JOB DESCRIPTION

Responsible to: Foodbank Manager

Responsible for: Engaging, Developing and Recruiting Volunteers for Brent Foodbank

Salary: £27,000 pro rata

Full-time / Part-time: Part-Time – 18.75 hours per Week (2.5 days per week)

Temporary: Contract – 1 year with the possibility to extend dependent on funding

Overall responsibility of the job: Brent Food Bank can only function effectively with a core of volunteers who are engaged in all aspects of the foodbank's operation. As the Food Bank becomes busier and as its services grow the Volunteer Coordinator will be responsible for promoting volunteer engagement, the development of our current volunteer community, and the recruitment and development of new volunteers.

Strategic Alignment: Volunteers are the lifeblood of what we do at Brent Foodbank. They are the sorters, the packers, the sign posters, the meet and greeters, and every volunteer contributes to our goal of ending the need for food banks in Brent.

This role will lead the ongoing development and efficient running of our volunteer programme at Brent Foodbank, by engaging with our volunteer community and reaching out to new volunteers.

Specific responsibilities:

- Oversee the recruitment of new volunteers and follow up with their induction when new volunteers join the Foodbank.
- Provide regular management reports showing status of Volunteers being recruited and Volunteers leaving.
- Ensure mandatory training is completed by all volunteers
- Promote Equity, Diversity and Inclusion within our volunteering programme, fostering an environment where all individuals are valued
- Engage with those within our local community with lived experiences of poverty and foodbank use to create and promote participation opportunities at Brent Foodbank
- Demonstrate effective communication, ensuring our volunteer community is up to date on any news or developments at the foodbank
- Encourage open lines of communication, acting as the main point of contact for any concerns, compliments or suggestions raised by our volunteers
- Process volunteer leavers

- Work with the food bank manager to help arrange volunteer events and recognition programmes.
- Comply with and uphold all relevant health and safety policies, seeking to minimise hazards for others
- Comply with and uphold all relevant data protection policies

PERSON SPECIFICATION

Experience:

- Planning and organising people and tasks
- Experience leading or supervising teams
- Experience managing volunteers, working with volunteers, or experience of being a volunteer
- Experience or aptitude to manage and deliver induction and training courses
- Experience working within the voluntary community and/or charity sector

Key Skills:

- Strong team player
- Excellent organisational skills
- Excellent interpersonal skills
- Excellent verbal and written communication skills
- Ability to work independently and unsupervised
- Strong IT skills (particularly Excel and Word, Assemble and Peakon desirable) with the ability to maintain accurate records
- Ability to deal with information in a confidential manner, respond with sensitivity to the opinions of others and address any issues raised in a fair and consistent manner
- Inspiring, motivating, and energising style which will engage and encourage volunteers

Personal attributes:

- Honesty and integrity
- Committed to building an inclusive culture in which all volunteers are valued
- Empathy and ability to work with people from disadvantaged, marginalised, or socially excluded backgrounds
- Passionate about tackling poverty