



FareShare Sussex

Job Description -Volunteer Coordinator

Reporting to: Operations Manager
Location: Brighton, Moulsecoomb
Hours: 37.5 per week
Salary: £21,000 (subject to pay review)



About FareShare Sussex

FareShare is a national charity fighting food poverty and tackling food waste by redistributing surplus from the food industry to community groups and charities across the UK. Based in Moulsecoomb, Brighton, FareShare Sussex is one of 21 Regional Centres that operate locally to ensure food that would otherwise go to waste is being used positively to support people that need it most. In Sussex alone we currently deliver over 50 tonnes of food a month to over 130 service providers and charities including homeless shelters, food banks, children's centres and lunch clubs. City Gate Community Projects (registered charity 1093245) is the delivery partner and franchise holder for FareShare Sussex.

Main purpose of this role

Under the direction of the Operations Manager, to lead the development and successful delivery of the volunteer programme to meet FareShare Sussex's operational needs and individual development needs. This will include recruitment, support, development and management of volunteers and associated projects and programmes and supporting policies and procedures. As the main point of contact for volunteers, key to this role is to provide ongoing support to volunteers with diverse needs, with an understanding of and commitment to safeguarding vulnerable adults.

Dimensions

The Volunteer Coordinator will have responsibility for:

- Recruitment, retention support and development of around 125 - 150+ volunteers.
- Management of a budget of £8,000 to support and enable the work of volunteers
- Preparation of weekly work rotas, in conjunction with SMT members and the Warehouse Manager to cover day and evening shifts on 5 weekdays plus Saturdays
- Ensuring, with the SMT and Warehouse Manager, volunteer availability, to receive food from suppliers and prepare for and deliver to 120-180 Community Food Members per month.

Principal accountabilities

Specific duties and tasks within the broad JD will be agreed annually with the line manager.

1. **Lead the FareShare regional volunteering programme**, including, building and enhancing local links with sources of volunteers, recruiting, inducting, training and developing volunteers and ensuring effective organisation, administration, monitoring, evaluation and reporting to enable delivery of a successful programme.
2. **Ensure appropriate volunteer capacity and availability to meet all operational needs**, this will include preparing and managing volunteer rotas, organising cover and ensuring processes for payment of expenses, to enable effective delivery of the FareShare service.
3. **Promote volunteering locally**, both internally and externally in collaboration with the FareShare UK Volunteering Team, to ensure the impact of volunteering is celebrated.
4. **Enable the participation, progression and achievement of volunteers**, through a volunteer development programme so they have a positive and rewarding experience as volunteers and gain personally from the experience, and become ambassadors for FareShare and for volunteering.
5. **Ensure that policies and procedures are developed and followed**, in line with guidance from the FareShare UK Volunteering Team, specifically those policies and procedures relating to the volunteer programme, operational need, personal development, safeguarding and inclusion and diversity to enable effective and safe operation of the service and development of volunteers.
6. **Liaise closely with FareShare UK Volunteering and Marketing Teams and other regional centres**, to develop the work, promote and publicise volunteering, share good practice and establish KPIs and benchmarks to evaluate the volunteer journey, experience and outcomes.
7. **Support colleagues in the identification of funding opportunities** and the preparation and submission of funding bids to secure funding to support and further develop the volunteer programme.
8. **Develop relationships with partners to establish and manage initiatives and programmes** that support and enable volunteers to develop so they are better placed to progress in employment, in their personal life and in the broader community. This may include traineeships and employability programmes and other initiatives as they arise.

9. **Provide operational and development support** as required by the SMT to enable continuation of service development and delivery.

Scope for impact

This post is central to the success of FareShare’s operational delivery.

The post holder is accountable for ensuring the availability of a sufficient number of volunteers to enable FareShare to deliver its service.

The post holder will liaise with a small number of managers and operational staff in key partner organisations.

Special Notes and Conditions

- This JD has been prepared to meet the particular circumstances that currently apply. It includes the needs of FareShare Sussex and the requirements of FareShare UK, relevant to this post. A work plan specifying tasks and duties will be agreed and reviewed by the line manager on an annual basis.
- The post holder will work closely with and receive support from the FareShare Volunteering Team and use the volunteer management systems.
- In line with all other post holders the performance of the Volunteer Coordinator will be reviewed annually against agreed criteria
- FareShare Sussex is committed to safeguarding and protecting the adults that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have policies and procedures in place which promote safeguarding and a safe working environment. This post is part funded through Interreg 2 Seas and the National Lottery Community Fund.

Person Specification

As an employer committed to Equal Opportunities, we will assess applications in line with these criteria that we consider either as being essential or desirable for this post.

Item	Essential Criteria	Desirable Criteria
Physical Qualities	Able to cope with the duties and responsibilities for the post and the associated working environment	
Qualifications and/or experience	<ul style="list-style-type: none"> • A level, BTEC or NVQ 3 or equivalent qualifications or experience • Experience in coordinating and/or managing people, preferably volunteers • Experience of establishing and 	<ul style="list-style-type: none"> • Experience managing volunteer programmes • Managing projects • Experience of delivering effective marketing & communication campaigns

	<p>building relationships with external organisations</p> <ul style="list-style-type: none"> • Experience working within teams of people with diverse needs 	<ul style="list-style-type: none"> • Experience of using volunteer management systems
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • Knowledge of the work of FareShare and a commitment to the vision and mission • Proven communication skills and presentation skills at group and individual level; able to communicate with a wide range of individuals with diverse needs • High level organisational, numerical and IT skills • Able to use own initiative and work independently • Knowledge of safeguarding process, its importance and application 	<ul style="list-style-type: none"> • Proven leadership skills at team or group level • Ability to deal with and manage change at organisation and team level •
Relationships (Internal and External) & Values and Behaviours	<ul style="list-style-type: none"> • Able to enthuse and motivate colleagues and team members • Able to demonstrate a commitment to equal opportunities, inclusivity and diversity • Empathy with volunteers and understanding of diverse needs 	
Circumstances	Willing and available to work outside normal working hours occasionally if required	