

Job description

Job title: Volunteer Recruitment Coordinator

Reporting to: Head of Region

Salary: £23,641-£24,132 Pro Rota

Terms: 1 Year Fixed Term Contract

Hours: Full-time. 20 hrs a week (Days/Hours to be agreed with Line Manager)

Location: Unit 4 Sisna Park, Estover, Plymouth

Responsible for: Volunteers

Working with: Volunteer Development Team/Lead, Warehouse team, Head of Region

About FareShare South West:

FareShare South West (FSSW) fights food poverty by tackling food waste. We are the largest food redistribution charity in the region, and as an independent part of the FareShare UK network, we redistribute quality surplus food from over 600 food suppliers. In 2021, we quadrupled our food output, delivering food for 4.8 million meals to frontline charities across the region.

FSSW is expanding their service into Devon and Cornwall, working in partnership with local charities to provide vital food supplies to 100s of charities, schools, and projects across the region. This new and exciting role will play an important part of that ambition.

Purpose of the post:

The volunteer programme at FareShare South West (FSSW) is an essential part of our operational model and delivers against our charitable purpose. Working with the Head of Region and local warehouse team to effectively coordinate the recruitment, retention, and development of volunteers to support the warehouse program. This role will work closely with volunteers in the warehouse as well as leading on volunteer onboarding and diversity.

Duties & Responsibilities:

General Recruitment:

- Actively engage and promote the volunteer programme across Plymouth and the South West (third sector community, social media, support services and partner organisations).
- Work with the wider FSSW team to enhance volunteer recruitment and support and develop corporate volunteering shifts.
- Utilize and develop new and existing processes to manage proactive recruitment and new volunteer enquiries through to successful on-boarding (using a multitude of software platforms).

- Develop targeted outreach programmes to increase our diversity, social impact, and community engagement.

Workforce planning:

- Working with the Head of Region and Warehouse Manager, to monitor and analyse levels of volunteering against the need for optimum workforce levels for shifts/days, evenings, specific roles, and seasonal demands.
- Reporting to the Head of Region and FSUK the volunteer activity and specific programme KPI's.
- Identifying daily/weekly fluctuation in the volunteer rota and action accordingly.
- With the Head of Region, identify tasks/roles/needs that would inform future recruitment activity and develop and run a recruitment plan.

Retention/Support:

- Develop and maintain a positive and supportive volunteer programme and experience.
- Take a lead on volunteer wellbeing throughout the shift and provide different levels of support to the volunteer workforce.
- Working with the Head of Region and Warehouse Manager to identify and provide additional training to volunteers needing more support.
- Analyse and monitor volunteer retention, noting positive reasons for moving on and developing strategies for poor retention.
- Assisting the Head of Region and Warehouse Manager in volunteer 1-2-1s including discipline and development.

Administration, policies, procedures, and risk management:

- Supporting the Warehouse Team with the development and maintenance of volunteer-related policies, procedures, and risk assessments.
- Supported by the wider FSSW team to ensure health and well-being of existing volunteers are supported by robust inclusion/exclusion criteria for new volunteers.
- Maintenance of volunteer information and confidentiality, ensuring compliance with GDPR regulations and national policies.

General

- Respond to/answer any enquiries/communications via telephone, email, in person or via inhouse IT/systems.
- Be willing to receive and engage positively with any visitors to the warehouse.
- Support FSSW events.
- Support the local warehouse team as and when needed
- Carry out any other duties that may reasonably be required in support of the main purpose of the role, including liaising with the wider FSSW team.
- Uphold high quality customer care and standards of conduct when dealing with all stakeholders and the general public.
- Ensure the security of the FSSW Regional Centre and all assets located within it, including food, and maintained at all times
- Driving duties where appropriate.

Person Specification

	Essential	Desired
Experience/ Knowledge	<ul style="list-style-type: none"> • Experience of recruitment, either volunteers and/or employees • Experience of implementing policies and procedures. • Knowledge or awareness of volunteering. • Administration experience, including database and record keeping 	<ul style="list-style-type: none"> • Experience of supporting the professional development of others. • Managing and supporting volunteers and/or teams. • Experience of safe recruitment practices • A working knowledge of the voluntary sector and/or experience of carrying out voluntary work. • Experience of working in a busy warehouse environment. • Experience of working in a food environment.
Skills & Abilities	<ul style="list-style-type: none"> • Ability to establish and develop positive relationships with volunteers as well as a range of external partnerships. • Excellent communication, presentation, and interpersonal skills with volunteers and the ability to promote the charity to a wide range of audiences. • Excellent organisational and time management skills to prioritise work, handle conflicting demands and meet tight deadlines. • Good level of competence in use of different software packages and databases. • Ability to notice support needs amongst applicants. 	<ul style="list-style-type: none"> • Ability to inspire and motivate volunteers across the organisation. • Ability to analyse workforce requirements and targets. • An understanding of what drives volunteers. • Full clean UK driving licence.
Personal Qualities	<ul style="list-style-type: none"> • Excellent attention to detail. • Integrity and sensitivity to vulnerability issues and different support needs. • Enthusiasm, imagination, innovation, energy, and drive with the ability to inspire confidence both internally and externally. • High personal integrity and commitment to the charitable aims of the organisation 	