

## Job Description

Title: Volunteers Coordinator  
Department: Human Resources  
Location: Bournemouth Foodbank, 118 Haviland Road, Boscombe, BH7 6HW  
Reports to: Business Operations Manager

### Employment

Type: Part-time, 20 hours per week  
Mon-Thurs 09:30 – 14:00 - some flexibility possible  
Pay Rate: £13.50 per hour (£14,040 annual, FTE £26,325)

## Role Overview

The Volunteers Coordinator is responsible for the recruitment, training, coordination, and support of volunteers across Bournemouth Foodbank's Warehouse, Distribution Hubs, Café, Office and Events fundraising. This includes ensuring adequate volunteer coverage, managing the volunteer administration system (Assemble), and enhancing volunteer engagement.

The role also involves working with our Community Engagement Coordinator developing partnerships with local businesses, educational institutions, and community groups to attract volunteers and support our corporate supermarket collections volunteer programme.

In collaboration with the leadership team, you will ensure the Foodbank's volunteer objectives are met while maintaining GDPR, safeguarding, and health & safety compliance.

Additionally, this role contributes to fundraising efforts for the Volunteer Programme.

## Key Responsibilities

### Volunteer Recruitment, Training & Engagement

- Forecast and plan recruitment for all areas, including foodbank warehouse, office, The Garden Rooms Cafe, 6 foodbank distribution hubs, supermarket collection opportunities and fundraising events.
- Oversee the recruitment, training, and induction of all volunteers.
- Establish a balanced mix of skills and abilities within volunteer teams, encouraging personal development and pathways into employment or education.
- Coordinate volunteer days for local businesses and community groups, working closely with the Fundraising & Partnerships team to align with sponsorship packages.
- Develop volunteer appreciation and recognition schemes to enhance engagement and retention.

### Volunteer Coordination & Administration

- Build relationships with foodbank distribution hub leads to integrate volunteers.
- Support and advise Volunteer Managers with development and management of their volunteers.
- Maintain and update the volunteer administration system (Assemble), ensuring GDPR compliance.
- Manage rotas to ensure adequate coverage across all foodbank areas.
- Ensure all volunteers receive support and guidance, prioritising their wellbeing and personal development.
- Keep accurate records of volunteer information, including support plans and handbooks.
- Identify standout volunteer stories for sharing with the Fundraising & Communications team.

### Fundraising & Community Engagement

- Assist with fundraising efforts to support both the Volunteer Programme and your salary.
- Support the Community Engagement Coordinator and contacts and connections made to increase food and financial donations
- Develop external networks with local organisations and corporate partners to strengthen volunteer recruitment and transition opportunities.

### Compliance

- Ensure all volunteer procedures follow Trussell Trust guidelines.
- Adhere to all safeguarding, GDPR, health & safety, and compliance policies.
- Report any complaints, accidents, or risks to the Business Operations Manager.

## Key Skills & Attributes

- Strong administrative or HR experience (volunteer management preferred).
- Excellent IT, digital, and data management skills.
- Strong organisational and interpersonal skills.
- Excellent written and verbal communication skills.
- High emotional intelligence – strong listening and reasoning skills.
- Ability to develop and implement new ideas to enhance volunteer engagement.
- Resilience to handle challenging situations and make quick decisions.
- Proficiency in Microsoft Office (Outlook, Word, Excel, Teams).
- Basic knowledge of GDPR, compliance, and regulatory requirements.
- Ability to work independently and show initiative.
- Positive mindset with the ability to identify process improvements.

## Qualifications & Experience

- Administrative or Recruitment or HR qualification or equivalent experience.
- GCSE or equivalent qualifications in English and Maths (preferred).
- Experience working in an office environment.
- Passion for tackling food poverty and related social issues.

## Our Commitment to Diversity & Inclusion

If you believe you are suitable but lack some qualifications or experience, we still encourage you to apply. We are an equal opportunities employer and welcome applicants of all backgrounds, ethnicities, beliefs, genders, and abilities. However, it is vital that you align with and support the mission, purpose, and ethos of Bournemouth Foodbank.

Bournemouth foodbank is a charity founded on Christian principles. Some members of the team are Christians, many are not, but we all subscribe to the same values, mission and vision and expect that new team members will too.

I \_\_\_\_\_ have read and understood the requirements attached to the role of Volunteers Recruitment & HR Coordinator as set out in this document. I understand the nature of the role and the associated responsibilities and requirements. I believe that I am suitable for the position and agree to undertake the role with the understanding that this document will provide the benchmark by which my performance shall be evaluated bi-annually.

Print name: \_\_\_\_\_

Sign name: \_\_\_\_\_

Date: \_\_\_\_\_

