

Hammersmith and Fulham Foodbank



Volunteer Role Description

Role: Office Administration volunteer

Where: St Matthews Church, Wandsworth Bridge Road, SW6 2TX with some help needed at our Warehouse, 9 Gliddon Rd, London W14 9BL

When: Weekday office hours Monday to Friday

Time commitment: Minimum 1 day (or 2 half days)

Overview of the role: This role involves supporting the staff team with administration tasks such as answering the office phone, responding to emails, entering voucher data, arranging resources needed at Foodbank centres. You will be part of a volunteer team assisting staff who also share these tasks.

Key tasks

- Answering the office phone and responding to any answerphone messages
- Responding to questions from referral agencies and assisting them to access our services
- Dealing sensitively with members of the public requiring Foodbank services and signposting effectively
- Responding to agencies wanting to donate food, money or time and helping to coordinate these with other staff members, such as Warehouse Manager for collections
- Guiding potential volunteers through the next steps of application process
- Sending thank you letters to donors
- Responding to email / web enquiries
- Passing on other queries to the correct staff member
- Help prepare, amend and update standing orders of centre stock and arranging the printing of centre paperwork
- Formatting documents in line with Trussell Trust brand and in-house style
- Data entry where required

About you

- Strong team player
- Excellent communication skills, verbally and in writing
- An organised approach to delivering a range of tasks to a high quality
- A calm and empathetic manner to deal with those in crisis who need our services
- An ability to follow instructions and processes, seeking help where required

Benefits of volunteering

- ❖ Using your existing skills to make a difference
- ❖ Working with a team who are dedicated to helping those in crisis and delivering high quality services
- ❖ Enabling those needing to use Foodbank to access the services they require

- ❖ Helping to ensure a dignified experience to anyone needing Foodbank

Support

- The main tasks you will perform will be written up as instruction sheets
- You will have a staff member who will be supporting you and you will be working as part of a volunteer team
- Your induction will include background knowledge of H&F Foodbank, Trussell Trust and our services so that you understand the context of your role

How to apply

Please complete our application form. We will then contact you with further details of the recruitment process.