

FareShare

Job Description - Volunteering Development Officer

Reporting to: Head of Volunteer Recruitment and Engagement
Location: FareShare, Unit 7 Deptford Trading Estate, Blackhorse Road, London, SE8 5HY
Employment Type: FTE - 35 hours
Salary: £22,000-25,000
Term: 12 Month Contract

About FareShare

FareShare now operates 21 Regional Centres around the UK. The majority of these are run by local charitable organisations we call our Delivery Partners. This enables us to be a UK-wide organisation yet also think and behave with local concerns at the heart of our actions. We support 9,653 local charities and groups - our Community Food Members. Over the past year 16,992 tonnes of food were redistributed by FareShare Regional Centres nationwide, feeding 772,000 people every week. We operate across 1,500 towns, cities and villages and we save UK charities and community groups more than £28 million each year.

Hunger is a growing issue in the UK and while there is surplus food that is otherwise going to waste, we believe that this food should be used to feed people first. Demand far outstrips supply. More information can be found on our website www.fareshare.org.uk.

FareShare's nationwide network of regional centres

We aspire to grow our number of volunteers to help us deliver our mission and that of our member charities and community groups, whilst helping to ensure the ongoing sustainability of FareShare's 21 Regional Centres across the UK. Volunteers are the life blood of FareShare, without them food which is received from the UK's food industry, would not make its way to the 9,653 charities and community groups we support.

The majority of people who currently volunteer with FareShare do so in the warehouses of the 21 Regional Centres. They help to sort, allocate and deliver the food to our member charities and community groups. We also have other invaluable volunteers who liaise with our members to plan food deliveries and work in the community to support our outreach programmes, which work to raise awareness of FareShare and its services.

Our aim is to grow our volunteer base in these roles, while we also diversify the types of volunteering opportunities available within FareShare Regional Centres, which support the wider operations, whether this is in Fundraising, Communications, Management or Logistics. This could be as small as recruiting Last Mile volunteers to deliver food to a charity or community group, or as big as recruiting volunteers to set up a Local Food Collection Point within their community.

Main purpose of this role

We are looking for someone dynamic and engaging, with excellent communication and volunteer management skills, as well as a commitment to delivering a high quality service in line with our mission and core values. In addition, to working with the FareShare UK Volunteering team you will also work closely with 21 volunteer managers across the FareShare Network. A key area of responsibility will be the delivery of our volunteer engagement programme, which will support our network to ensure all our volunteers feel valued. You will also support the FareShare Volunteering Team to provide a consistent volunteer experience across the FareShare network, which is enjoyable, rewarding and safe for our volunteers.

You should be self-motivated, with experience of working within volunteer management. Additionally, you should have experience of developing engagement communications for volunteers. You should also be able to develop and deliver a range of volunteer engagement activities. Furthermore you should have experience of volunteer recruitment, as part of the role will involve the management of volunteer adverts and enquires on third party websites.

This role is funded by the National Lottery through the Big Lottery Fund for a period of 12 months.

Job responsibilities

Volunteer engagement programme

- Develop and deliver a volunteer engagement programme that ensures all volunteers feel valued by FareShare.
- Ensure that each segment of volunteers has a programme of engagement activities.
- Design and develop our new volunteer magazine.
- Develop volunteer case studies.
- Promote volunteering, internally and externally in collaboration with the FareShare Regional Managers to ensure that the impact of volunteers is celebrated.

Volunteer recruitment

- Manage volunteer recruitment adverts on third party website for the FareShare Network.
- Ensure the enquiries we receive are effectively passed on to the relevant volunteer manager.
- Support our volunteers to recruit additional volunteers through their social networks and peer groups.

- Attend volunteer recruitment events.

Making FareShare a destination for volunteering

- To engage with other FareShare Regional Centres to deliver UK wide volunteering activity.
- Enhance the experience of volunteering across the FareShare Network by delivering high quality guidance documents to support network wide volunteering activities.
- Liaise with FareShare UK Marketing Teams to promote and publicise case studies and examples of volunteer success stories.
- Support the evaluation of volunteer experience and the establishment of annual benchmarks for the FareShare Network, including volunteer satisfaction, conversion, retention, training, etc. This will be used for development of recruitment and engagement strategies.

Person Specification

Experience

- Developing and delivering successful volunteer recruitment and engagement programmes.
- Delivering a volunteer newsletter.
- Managing volunteer adverts.
- Building relationships with external organisations.
- Managing projects and associated budgets.
- Experience of working with volunteers.
- Experience of using volunteer management systems, such as Salesforce (Desirable)

Skills and abilities

- Knowledge of volunteer management good practice
- Knowledge of Safeguarding good practice (Desirable)
- Able to establish and maintain appropriate systems for the management and accurate recording of volunteer programmes.
- Strong communication and interpersonal skills, with the ability to deal with people at all levels
- Proven ability to build successful, productive relationships, both internal and external
- Enthusiastic and self-motivated with excellent team-working skills.
- Ability to use own initiative, working independently.
- Good time management with ability to manage workloads, set priorities and meet deadlines.
- Strong literacy skills
- IT literacy, in particular of using Microsoft applications (Outlook, Word, Excel and Powerpoint).

Values and behaviours

- A commitment to equal opportunities and safeguarding.
- An understanding of, and enthusiasm for, FareShare's mission and strategy.
- A commitment to continuous professional development.
- An empathy with volunteers and an understanding of their needs.
- Flexible and non-judgemental approach to people and work.
- Willingness and ability to travel in the UK.