

# Telesales Volunteer: Food Team

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**Where?** Flexible, home based

**How often?** Ideally, our telesales volunteers will volunteer one day a week. However, this is flexible.

**When?** Monday-Friday, 9:00-17:00

**How Long?** To get the most out of these opportunities we would normally expect you to volunteer for a period of around three months but this is flexible.

Please mind that this is a volunteering role, it is not a paid position.

## Why we need you:

FareShare is an award-winning UK charity that fights hunger and food waste. We source food that is surplus to requirements - from food retailers and manufacturers - and engage many volunteers to help redistribute this to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions). FareShare operates 21 warehouse depots around the UK and supports over 9,000 charities and community groups - our Community Food Members.

This is an exciting time to join an ambitious and growing charity. We are looking for a telesales volunteer to support the Food Team in reaching food companies who may not have heard of us before, with the aim to identify opportunities for surplus foods for charitable redistribution. If you enjoy telephone sales and are looking for an opportunity to give back to your community and tackle an important environmental issue, we want to hear from you!

## What will you be doing?

- Initiate outbound B2B cold telephone calls
- Ensure all customer data is captured into database/CRM system
- Communicate leads generated with the relevant Commercial Managers/Commercial Officers to follow up

## We need you to be:

- Experienced in outbound telesales
- An excellent communicator with good telephone manner
- Able to build credibility in a short space of time
- Experienced in working in the FMCG, food, retail or comparable sector
- Passionate about and understand the missions and values of FareShare
- A positive team member with a “can-do” attitude

## What will you get out of it?

- An induction and training for the role
- A great team environment and support from a food team member
- The opportunity to take on new challenges

- The opportunity to make a real impact at UK's largest food redistribution charity and something back to your community
- Travel and telephone expenses reimbursed

To apply for this position you will need to send a cover letter to [Samantha.lai@fareshare.org.uk](mailto:Samantha.lai@fareshare.org.uk), explaining why you are interested in this role. Please also ensure you include your contact details on this cover letter. You will be required to attend an informal chat about the role to ensure it is a good fit. We also offer a trial period to ensure that the role works for both parties.