



St Albans & District Foodbank (SADFB/Foodbank)

Role Description: Community & Volunteer Engagement Coordinator

Overview

St Albans & District Foodbank (SADFB) is an independent charity and a member of the Trussell Trust Foodbank network. Our mission is to prevent or relieve poverty in the local area. As a volunteer-based organisation, we are supported by over 130 active volunteers across various operations, from warehousing to client-facing distribution centres.

We believe that a holistic approach to addressing client needs can reduce isolation and improve overall physical and mental health. By connecting people to community groups and statutory services for practical and emotional support, we help alleviate food poverty and support clients in becoming more self-sufficient and less reliant on foodbank provisions. Ultimately, our long-term ambition is to eradicate the need for foodbanks.

Role

The Community Engagement Coordinator, under the direction of the operations coordinator, will serve as the first point of contact for new volunteers and assist our dedicated team of current volunteers in providing excellent service to our clients. They will also be the ongoing point of contact for volunteers and provide mentoring, guidance and advice to them. This role aims to enhance the recruitment, retention, and engagement of volunteers across SADFB by improving volunteer experience, championing volunteering, and significantly contributing to the ongoing growth and development of volunteering within the organisation. The coordinator will also engage with the community by speaking to existing partners such as churches, businesses, schools, charities to raise awareness about the work & impact of the Foodbank, as well as encouraging further support from the community in terms of food or financial donations, fundraising activities and volunteering support (both ad hoc and ongoing). Additionally, the coordinator will identify new partners from across the community to engage with and encourage support from.

This position will play a key role in shaping and strengthening volunteer involvement across the charity and supporting operational duties with a volunteer focus.

- **Flexible working** with an active presence in the warehouse and our foodbank distribution centres in 8 locations, open 6 days a week.
- **20 hours a week** and one Saturday a month from 9.30 am to 12:30 pm.
- **Salary:** £37.5k FTE - £ 20,000 pro rata
- **Reporting to:** Operations Coordinator

Responsibilities

- Contribute to the development and delivery of the Volunteer Programme for the various volunteer roles i.e. warehouse, van drivers & distribution centre volunteers.
- Support the recruitment, selection, induction, and training of volunteers, ensuring they are supported in their roles.
- Ensure volunteer values and behaviour align with SADFB's mission.
- Ensure volunteer behaviour complies with health and safety, ethical, and confidentiality standards and does not disrupt the organisation's conduct.
- Support with the update volunteer handbooks, training booklets, and other resources.
- Communicate with volunteers across the organisation using newsletters, emails, and Assemble.
- Support the annual volunteer event and volunteer meetings across departments.
- Cultivate and grow volunteer engagement with individuals, community groups, and businesses.
- Mentor and coach volunteers on an ongoing basis.
- Ensure that volunteering is available to all members of the community and build a diverse and inclusive community of volunteers
- Identify new and relevant volunteering opportunities to grow diversity & inclusion
- Engage with individuals, community groups, and businesses to promote the Foodbank and understand how to get involved.
- Develop and maintain relationships with participating organisations regarding food/ financial donations, volunteering, and other forms of support.
- Identify new community engagement opportunities, build new partnership relationships and nurture and grow these new relationships going forward
- Identify and attend relevant community events where we can raise our profile to reach new volunteers and supporters & put in place fully resourced plans to make those events happen
- Develop corporate volunteering opportunities and support corporate volunteers during their volunteer days at SADFB.
- Provide administrative and social media support to the organisation.
- Undertake other duties within the competence of the postholder as required.

Requirements

- Experience in developing and implementing successful volunteer recruitment and retention programs.
- Experience in building relationships with external organizations to create and promote volunteering programs.
- Ability to nurture and support individuals during their voluntary work.
- Ability to devise and facilitate training sessions for volunteers.
- Ability to deliver results in a changing environment.
- Confident working under your own initiative with minimal supervision.



- Excellent interpersonal skills and ability to work effectively with clients, volunteers, and partner agencies.
- Reliable and adaptable, able to respond to changing priorities.
- Ability to handle information confidentially and respond sensitively to others' opinions, addressing issues fairly and consistently.
- Strong organizational skills, including the ability to identify key steps and resources needed to complete tasks and manage multiple tasks concurrently.
- Ability to work effectively as part of a small team with flexible schedules.
- IT proficiency, including the use of Word, Excel, social media tools and PowerPoint to create plans, reports, and presentations.

Additional information:

- This job description outlines key tasks and responsibilities. It is not exhaustive and should be regarded with flexibility to meet the organization's changing needs.
- The job description will be reviewed annually with the postholder as part of the appraisal process. Any amendments will be made with the CEO's agreement.

Equality and Diversity and Inclusion (ED&I)

- A positive attitude towards ED&I creates an environment where all individuals can achieve their full potential.
- Clients and their families have the right to be treated fairly and routinely involved in decisions that affect the support they receive. Food bank staff and volunteers have the right to be treated in an environment where diversity is valued, and equal opportunity protected.

Safety, Health, Environment and Fire

- SADFB is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.
- The post holder is to manage and assess risk within their area of responsibility, ensuring adequate measures are in place to protect staff, volunteers & clients.
- All personnel have a duty to take reasonable care of health and safety for themselves, colleagues and clients they work with.

Confidentiality

- SADFB is committed to a confidential service. Clients entrust us to support them and they have the right to expect that all information is kept confidential. Private information concerning the management of the Foodbank should also be kept confidential.

Quality and Continuous Improvement

- To preserve and improve the quality of SADFB outputs, all staff are required to think not only of what they do but how they achieve it. By continually re-examining our processes we seek to develop and improve the effectiveness of the way we work.



We promote a culture of continuous improvement where everyone is encouraged to make suggestions and contributions to improve our service delivery and enhance client experience.

Managing information

- All staff should use technology and appropriate software as an aid to planning, implementing and monitoring client support and in presenting and communicating information.

Learning and Development

- The effective use of training and development is fundamental in ensuring staff and volunteers are equipped with a broad range of skills, knowledge, attitude and competence to perform their role. It is expected that the post holder will assess their own learning needs and those reporting to them and to provide and undertake training & development opportunities as appropriate.
- The post holder will seek to mentor team members, share good practice and inform others about current and future developments.

Collaborative Working

- The post holder is expected to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. The post holder will prioritise their own workload and ensure effective time management strategies are embedded.
- Teamwork is essential in a diverse team and the post holder is to work as an effective and responsible team manager & member, supporting others and exploring mechanisms for new ways to working.