



VOLUNTEER COORDINATOR APPLICATION PACK

**Our vision is that no one
in Cardiff goes hungry**



Thank you for your interest in the Volunteer Coordinator role with Cardiff Foodbank.

As a people-powered charity, we are proud to be supported by over 200 dedicated volunteers who are the heart of everything we do.

Volunteers provide office/admin support, campaign for change, help drive our vans, sort stock in our warehouse, distribute food parcels and offer signposting to clients at our eight distribution centres, as well as regularly collecting donations at supermarket food drives. Thanks to their commitment, we're able to deliver vital support to those in need across Cardiff.

We are thrilled to be recruiting a Volunteer Coordinator to join our small, passionate staff team. This is a rewarding, people-focused role that offers a real opportunity to make a meaningful impact in our community.

Rachel Biggs, CEO Cardiff Foodbank

Why work for us?

- 28 days annual leave a year plus bank holidays (pro rata for part-time staff).
- 5% employer pension contributions.
- 3 volunteering days a year.
- Work for an accredited living wage employer.
- Work for an organisation committed to tackling poverty.

Our Values

Kindness

We give a warm welcome, in an inclusive, non-judgemental environment.

Fairness

We believe in equality, social justice and work towards creating a more equal society.

Gratitude

We are grateful for our volunteers, staff, donors and partners. And we say thank you, often.

Respect

We treat everyone with dignity, empathy and understanding.

Recruitment Information

The application form can be downloaded from <https://cardiff.foodbank.org.uk/current-vacancies> and completed forms emailed to: **recruitment@cardiff.foodbank.org.uk**

Application closing date

Sunday 23rd March 2025 (midnight)

Interviews

Thursday 3rd April 2025

For an informal chat about this role, please contact Mark Tugwell Operations Manager mark@cardiff.foodbank.org.uk or 029 2048 4120.

What we do

Cardiff Foodbank started in 2009 and is an independent charity. It was founded to provide emergency food assistance to people in need within the Cardiff area.

We are part of a nationwide network of foodbanks, **supported by Trussell**, working to combat poverty and hunger across the UK.

Our work focuses on three areas:



Providing emergency food

We provide emergency food parcels containing three days' worth of nutritionally balanced, non-perishable food. By offering food, we provide short-term relief for people's immediate needs.



Giving Practical Support

Emergency food is only one part of the solution for someone in need. Our goal is to ensure that every food bank client receives important guidance, signposting and advice, to help them get out of their place of need.



Campaigning for Change

The system that many of our clients are facing is broken, and to see the need for food banks decrease, something has to change. We will use the data we gather to address the drivers of poverty, build community development partnerships and campaign for change in our city.



Our stats in 2023-24

Financial year

20,158

food parcels



12,498

adults



7,660

children



Stock movement

181.2 tonnes
stock in

206.7 tonnes
stock out

Volunteer Coordinator

Job Description

Job Title:	Volunteer Coordinator
Department:	Operations Team
Reports to:	Operations Manager
Location:	Cardiff Foodbank Office/Warehouse and Foodbank Centres

Flexible working to include scheduled visits to our foodbank sessions, attending external meetings and events within the UK. Occasional evening and weekend working. Some home working will be available.

Contract terms:	Permanent, full time (35 hours per week)
Notice period:	Six weeks
Salary:	£27,950
Annual Leave:	28 days (plus UK Bank Holidays)

Overview of Cardiff Foodbank

Cardiff Foodbank opened in 2009 and is part of the Trussell network – a nationwide network of food banks which together provide emergency food and support to people locked in poverty and campaign for change to end the need for food banks in the UK. Our vision is that no one in Cardiff goes hungry.

Job Purpose

The Volunteer Coordinator leads the implementation of Cardiff Foodbank's volunteering programme, ensuring that all volunteers are involved in ways that meet the organisation's needs and supports the achievement of our vision. This role plays a key part in fostering a positive volunteer experience, ensuring they feel supported, appreciated and empowered. The Volunteer Coordinator position plays a key role in providing support to the staff team and volunteer team leaders enabling them to support volunteers to fulfil their role and ensure they follow best practice and agreed food bank procedures.

Key responsibilities

- Support the development of a volunteering strategy for Cardiff Foodbank's volunteering programme with the Leadership Team.
- Lead on the implementation of Cardiff Foodbank's volunteering strategy and ensure that policies and processes are in place to support volunteering and are communicated to volunteers.
- Work collaboratively with the Operations Coordinator to attend Distribution Centre sessions to support session supervision, provide feedback and support any improvements required.
- Work with the staff team and volunteer team leaders to identify volunteering needs to allocate volunteer resources where required.
- Work with the wider staff team to lead the recruitment, selection, screening, induction, and core training of volunteers, ensuring their successful deployment throughout the charity, including the following key areas:
 - Assist in the planning and execution of regular and annual food drives, with a particular focus on volunteer scheduling.
 - Support the coordination of corporate volunteer requests and collaborate with the staff team to match availability with organisational needs.
 - Support the charity's initiatives that engage individuals with lived experience.
- Lead on ongoing volunteer improvement and development; including identifying and delivering or co-delivering role-specific training.
- Ensure all details relating to volunteers are recorded (e.g. personal details, induction and training records), kept up to date and held securely in accordance with organisational requirements and data protection guidelines.

- Create a regular reporting process of volunteering activities to monitor the impact of volunteering activities across the food bank.
- Communicate and engage with volunteers to provide feedback on the impact of their role in achieving our vision. Work with the Strategic Communications Officer to coordinate and schedule volunteer communications.
- Engage with Trussell volunteer resources and networks and link with other volunteering networks within the Third Sector to develop Cardiff Foodbank's volunteering programme to support continuous development and delivery of best practice.
- Carry out an annual volunteer skills audit and record details securely.

General

- Cultivate and uphold positive relationships with internal and external stakeholders, including staff and volunteers, demonstrating our core values of kindness, fairness, gratitude, and respect at all times.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote diversity and equality of opportunity in the workplace.
- Attend regular team meetings, supervision sessions and performance reviews.
- Undertake learning and development activities as appropriate and as agreed with the position's line manager.
- Flexibility to carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position.

Person Specification

Essential Criteria

- Experience & Knowledge
- Experience in recruiting, managing, or coordinating volunteers.
- Knowledge of best practices in volunteer programmes.
- Experience in working with diverse groups of people, including those from vulnerable backgrounds.
- Understanding of safeguarding and data protection principles.

Skills & Abilities

- Excellent people skills and able to engage, support, and motivate volunteers.
- Ability to work independently and as part of a team, showing initiative and problem-solving skills.
- Excellent interpersonal skills with the ability to build positive relationships with volunteers, staff, and external partners.
- Strong experience using IT systems, including Microsoft Office, Google Suite, online meeting resources and volunteer management databases.
- Effective communication skills - written and verbal, with the ability to engage with a range of stakeholders.
- Strong organisational skills - able to plan, prioritise, and manage multiple tasks effectively.

Other Requirements

- Full UK driving licence and access to own vehicle - essential for attending our different food bank sessions.
- Ability to work flexibly, including occasional evenings or weekends when required.
- Commitment to Cardiff Foodbank's values, mission, and vision of ensuring no one in Cardiff goes hungry.

Desirable Criteria

- Experience working in the charity or voluntary sector.
- Knowledge of the Trussell network, food bank operations and challenges faced by individuals experiencing poverty and food insecurity.
- Welsh language skills desirable
- Experience in delivering training or workshops.

Please visit our website to download the application form: <https://cardiff.foodbank.org.uk/current-vacancies>

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