

Volunteer Coordinator Job Description

Job Title:	Volunteer Coordinator
Reports to	Operations Manager
Location:	Cardiff Foodbank Office/Warehouse/Foodbank Sessions Regular attendance at foodbank sessions, including some evenings and weekends (approx. twice per month), with flexible working arrangements in place to accommodate this. Home working will be available.
Contract terms:	Permanent, full time (35 hours per week) Notice period: six weeks
Salary	£27,950

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: Volunteer Coordinator

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 staff team 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.
- Experience in delivering training or workshops.

Version control	
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Salary last reviewed and benchmarked	May 2024