

Person Specification - Volunteer Coordinator

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 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.
- Welsh speaker or learner.