FOODCYCLE

NOURISHING COMMUNITIES

Volunteer and Community Support Officer

Job pack



Hello

We're delighted that you're interested in joining FoodCycle. People are at the heart of everything we do, from our volunteers, guests, supporters, organsiations and of course our dedicated staff team.

14.2 million people in the UK are in poverty and 24% of the population feel lonely, 'often, always, or some of the time'.
But FoodCycle are here to bring people together through community dining.
To stop loneliness and hunger, food poverty and food waste.

FoodCycle community meals bring people together for good food and conversation.
We serve up free, wholesome meals made from food that would have gone to waste.
Our meals are prepared by volunteers and open to everyone.

If you believe in the power of good food and human connection, then this role could be for you!



Our aims



Connect Communities



Support mental health and wellbeing



Reduce hunger



Promote sustainability



Inspire change

2025 in numbers



162,991
Community meals served



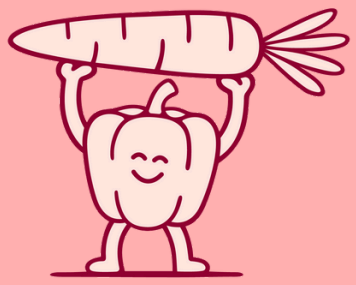
320 tonnes
of surplus food saved



8,770 volunteers
gave 125,810 hours of their time



78% of guests
feel more connected to their community



Awards

Charity of the Year - Third Sector
Charity of the Year - Charity Times
Business Hero - Better Hospitality



Volunteer and Community Support Officer

About the role

Position Title: Volunteer and Community Support Officer

Reports to: Head of Volunteering and Systems

Hours: Full-time, 37.5 hours per week

Pay: £26,227.50 per annum

Location: Home-based in the UK with some travel to community projects and meetings

Contract: Permanent

Position Summary

As Volunteer and Community Support Officer you will remotely support the London & South East Regional Managers with volunteer recruitment, documentation of training (such as DBS, references, Food Safety Level 2, First Aid), giving our volunteers a fantastic experience.

Each of our Projects is run by Project Leaders (volunteer position) and supported by Regional Managers through recruitment and training of volunteers. Your role will be to support the Regional Managers so that they can manage more projects, knowing that you have helped with the embedding of volunteers, along with supporting the Regional Managers with community outreach to ensure as many people locally know about the projects.

The right person for this role enjoys being organised, pays attention to detail, and understands that they are a key component in supporting our fantastic Projects.

Roles and Responsibilities

1. Volunteer Recruitment – posting adverts with relevant organisations and use of social media, ensuring adverts are accurate, relevant, and appealing and working

with the communications team and training and recruitment manager to ensure this is the case.

2. Project Leader inductions, including responding to applications and taking applicants through the training process, making sure they have a smooth and positive experience and have all they need to lead our Community meals.
3. Ensuring London & South East volunteer data is inputted correctly on Salesforce and is up-to-date. Examples include documenting the training and checks of Project Leaders so that they can participate in leadership roles.
4. Ensuring Projects are well supported with volunteers each week and working with the Regional Managers where gaps are identified.
5. Ad-hoc admin tasks that relate to supporting our volunteers and community meals.

Person Specification

	Essential	Desirable
Proven Experience of	• Being customer service orientated	• Volunteer recruitment or community development • Use of Excel spreadsheets
Skills, knowledge, ability	• Strong organisational and admin skills, with the ability to log and file important data accurately • The ability to talk to external people confidently about projects • The ability to work with CRMs and databases • Excellent written and verbal communication skills • Good organisational skills, with the ability to manage tasks within multiple projects	• Basic marketing skills • Knowledge of Salesforce

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	• Good attention to detail	
Personal Attributes	• Personable and warm • Good listener and willing to carry out what is asked of them • Willing and able to work occasional evenings and weekends • Understanding that the role is a key component in supporting FoodCycle projects	
Values	• Honest and trustworthy • Commitment to FoodCycle's charitable objectives and ethics • Open • Balanced and fair • Passion for food and people	

Working at FoodCycle

Inclusivity

At FoodCycle, we are committed to being an equitable, diverse and inclusive organisation. Our vision is to create a working and service environment where every individual is treated with dignity, respect, and fairness. We want everyone to bring their full selves to work and to our community meals. We commit to removing barriers that prevent our employees, volunteers and guests from embracing their distinctive and diverse identities. We want our organisation to reflect the communities we serve.

We welcome applications for everyone and especially encourage people from unrepresented groups to apply.

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Holidays

26.5 days to start (including Christmas closure period) plus bank holidays, and we offer additional holiday with length of service up to a maximum of 30 days (pro-rata for part-time). Plus, everyone gets an extra day off on their birthday!

Pension
Staff are automatically enrolled after three months into our pension scheme with The Pensions Trust, unless you choose to opt out.

Training

We believe in the development of our staff - we are committed to providing relevant training and development opportunities to all staff.

Team away days and socials
With a workforce based all over the UK we have annual all team in-person, away day, team get-togethers, regional socials, virtual all team check-ins and informal on-line catch-ups – we've even started a virtual book club!

Staff Benefits

- **Flexible working:** We encourage flexible working and allow staff to manage their own schedules. Some roles will require occasional evening and weekend working.
- **Health Care:** Our Health & Wellbeing Cash Plan allows staff to claim money back on healthcare bills and includes access to telephone counselling and online GP appointments.
- **Wellbeing Hour:** Staff are encouraged to take one hour per week (on top of their regular break time) to use for their personal wellbeing. This could involve taking a walk, going to the gym or having a longer lunch break.
- **Cycle to work Scheme** As part of our commitment to sustainability and staff wellbeing, we offer Cycle to Work scheme, enabling employees to save on a bike and equipment through salary sacrifice.

Applying for this role

What to send: A note stating how you meet our person specification and a CV, via our vacancy website.

Disability Confident Employer: FoodCycle is a Disability Confident Employer and candidates who are disabled and who meet our minimum criteria for the job will be

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offered an interview. Please state in your application if you identify as disabled and wish to be considered for a guaranteed interview. We can make reasonable adjustments at any stage of the recruitment process.

Safeguarding: The role advertised is 'Regulated Activity' and as such is exempt from the Rehabilitation of Offenders Act 1974, and any appointment will be subject to a satisfactory enhanced DBS disclosure check.

Safeguarding statement

Safeguarding is everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.

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