



# 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, organisations 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

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## About the role

**Position Title:** Volunteer and Community Support Officer – London and South East

**Reports to:** Area Manager - London and South East

**Hours:** Full-time, 37.5 hours per week

**Pay:** £28,860 per annum (inclusive of London Weighting)

**Location:** Home based in the London area, with regular Project visits within London and the South East

**Contract:** Permanent

## Position Summary

As Volunteer and Community Support Officer you will support the London & South East Area Manager and Regional Managers with volunteer recruitment, documentation of training (such as DBS, references, Food Safety Level 2, First Aid), giving our volunteers a fantastic experience, guest outreach and giving extra support to our London & South East projects as and when required to aid development within the region.

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.

This support could range from developing relationships with our food suppliers, researching local organisations to support with guest outreach, and recruiting new Project Leaders for the Area.

As well as projects across London, our projects include projects across the South Coast and South East.

## Roles and Responsibilities

### Food and Guest Outreach Support

1. Supporting Regional Managers with sourcing and ordering of food items for Projects.

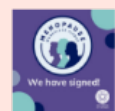
2. Guest outreach – researching and making local connections to ensure communities are aware of and have access to FoodCycle Projects in London and the South East.
3. Ensuring Projects are well attended by communicating effectively with existing guests.
4. Building and managing local food surplus relationships where needed.

### Volunteer Recruitment and Induction Support

5. 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.
6. Helping the London & South East Team with Project Leader inductions, including responding to applications and taking applicants through the training process.
7. Monitoring London & South East project inboxes where and when required and responding to enquiries.
8. 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.
9. Ensuring Projects are well supported with volunteers each week and working with the Regional Managers where gaps are identified.
10. Ad-hoc admin tasks that relate to London & South East Area.
11. Ad-hoc support at FoodCycle meals

### Person Specification

	Essential	Desirable
<b>Proven Experience of</b>	<ul style="list-style-type: none"> <li>• Being customer service orientated</li> <li>• Strong organisational and admin skills, with the ability to log and file important data accurately</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteer recruitment or community development</li> <li>• Use of Excel spreadsheets</li> </ul>



<b>Skills, knowledge, ability</b>	<ul style="list-style-type: none"> <li>• The ability to talk to external people confidently about projects</li> <li>• The ability to work with CRMs and databases</li> <li>• Excellent written and verbal communication skills</li> <li>• Good organisational skills, with the ability to manage tasks within multiple projects</li> <li>• Good attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Basic marketing skills</li> <li>• Knowledge of Salesforce</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Personable and warm</li> <li>• Good listener and willing to carry out what is asked of them</li> <li>• Live in London and able to travel to projects in London and South East area</li> <li>• Willing and able to work occasional evenings and weekends</li> <li>• Understanding that the role is a key component in supporting FoodCycle projects</li> </ul>	
<b>Values</b>	<ul style="list-style-type: none"> <li>• Honest and trustworthy</li> <li>• Commitment to FoodCycle’s charitable objectives and ethics</li> <li>• Open</li> <li>• Balanced and fair</li> <li>• Passion for food and people</li> </ul>	

## Working at FoodCycle

### Inclusivity



FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).

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.

## 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 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 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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