



# Volunteering Officer Job Pack



Registered Charity Number 1151911.

# About Us

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Sufra NW London is a local charity established in 2013 to address both the causes and consequences of poverty in the community.

Based on St. Raphael's Estate, the London Borough of Brent's most disadvantaged neighbourhood, our services aim to prevent hunger, fight poverty and build community – by working with families living in poverty, asylum seekers and refugees, and people experiencing homelessness and social isolation.



With the help of our volunteers and partners, we coordinate a network of food banks, kitchens, a community shop and café. These act as a gateway for guests to access more holistic support – including welfare advice, asylum support and our award-winning community garden.

We aim to work with our guests to find solutions to their challenges together, whilst campaigning against the causes of hunger and poverty.



## Our services include:

- Food Banks and a Community Shop
- Community Kitchens and cafes
- Welfare Advice Service
- Asylum seeker, refugee and migrant support
- Accredited training
- St. Raphael's Edible Garden



# About the role

**Salary** £28,810 per annum

**Hours:** Full-time (35 hours)

**Contract:** Up to 1st September 2026 (with possibility of extension)

**Annual Leave:** 25 days per annum plus public holidays

**Responsible to:** Community Engagement Manager

**Location:** 80% of time onsite across our sites in Brent

We're looking for a high energy and hands on Volunteering Officer with great people skills, who is well-organised and can work effectively in a busy environment. You will be supporting volunteers throughout their journey with Sufra, from first point of contact, to interview, and onboarding, with continued support and development opportunities, enabling our volunteers to flourish and feel valued.

Sufra currently manages over 250 volunteers across our services, and we receive hundreds of volunteer applications each year. You'll support us to grow our volunteer numbers through effective recruitment and retention so that we can effectively run our food bank, advice services, and community spaces. And you'll maintain our volunteer records so that we can continue to build through effective monitoring and evaluation.

We want to create a safe, supportive, inclusive, and positive environment. As a Sufra staff member you'll embody our ethos of dignity, community, and human rights, as well as following our safeguarding, health and safety, and equality, diversity and inclusion policies.



# What you will be doing

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## Role

The Volunteering Officer will be responsible for recruiting and onboarding a committed group of volunteers, and supporting our volunteers to flourish and feel valued, whilst working closely with our Community Engagement Manager.

## Recruitment, Onboarding, and Retention

- Increase volunteer numbers through telephone interviews with prospective volunteers.
- Attend borough-wide events to share Sufra volunteering opportunities.
- Coordinate inductions and onboarding for new volunteers.
- Collect volunteer feedback and implement suggestions.
- Support with the delivery of volunteer celebration events and other initiatives that recognize and celebrate volunteer contributions and promote volunteer retention
- Deliver regular 1-1s with volunteers.
- Support volunteers with development and training opportunities.
- Coordinate and deliver core training for new volunteers.
- Support with organising and leading corporate volunteering days.
- Work with the Community Engagement Manager on our volunteer recruitment strategy.

## Volunteer Administration

- Maintain accurate volunteer records and manage volunteer data effectively and in line with policies.
- Support volunteers with DBS applications.
- Support the Community Engagement Manager to update and implement volunteer policies and procedures.
- Support with updating volunteer role descriptions on the website and preparing communications for volunteers about project developments.
- Ensure risk assessments are in place where necessary.
- Support volunteers with and keep track of expenses.
- Monitor and report on volunteer program metrics, including hours contributed, number of active volunteers and satisfaction levels.

## Other Duties

- Join staff meetings once a month to contribute updates and news.
- Ensure that our policies and procedures are followed.
- Ensure that the service reflects the ethos, values and core principles of the charity.
- Attend regular supervisions with your line manager.
- Undertake any other reasonable duties to support the operations of the charity.

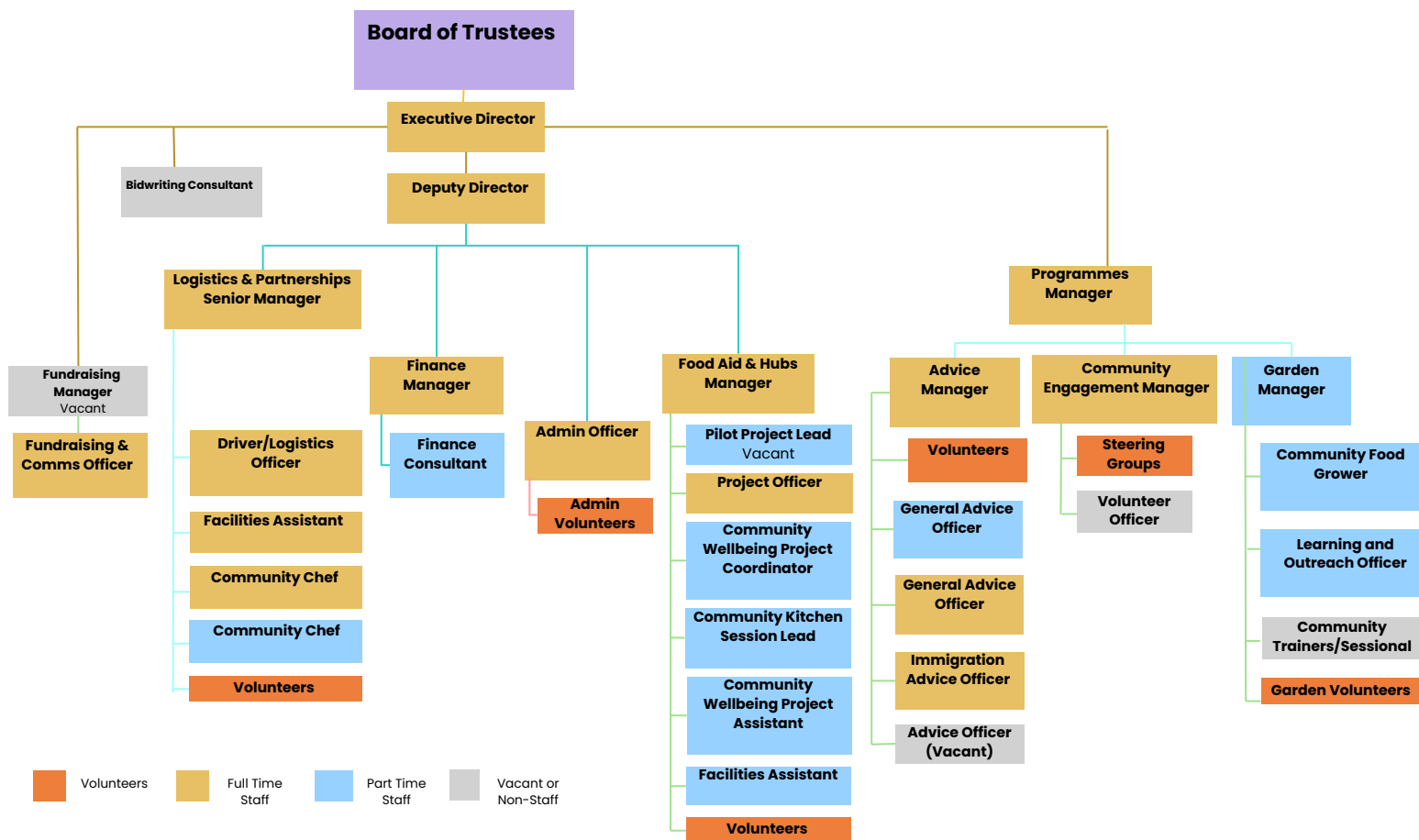


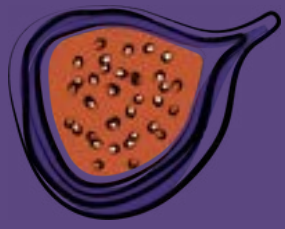
# Personal Specification

Competency	Specification	Essential	Desirable	
Experience	Experience coordinating volunteers			
	Experience leading briefings and inductions			
	General administration experience			
	Experience providing 1-1s with staff or volunteers			
	Experience working with people affected by food poverty, homelessness, isolation or who are seeking asylum			
	Experience working with corporate volunteering groups			
	Experience running events			
	Skills & Abilities	Excellent communication and people skills		
High energy and keen to engage with volunteers on the phone and in person				
Strong IT skills (Outlook, Word, and Excel)				
Strong organisational skills and accuracy when recording data				
Ability to work under pressure				
Understanding of safeguarding principles				
Attitude		Honest and trustworthy		
		Positive, friendly and hard-working		
	Open to feedback and development needs			
	Willingness to engage in further training			
	Commitment to the values of Sufra NW London			

# A Glimpse at the Sufra Team

Our team is very ambitious, dynamic and passionate. Life at Sufra is fast paced and there is always something new and exciting going on. What started off as a small organisation with just a handful of staff in 2014 has blossomed into a team of 25 now. We grew substantially in 2023 when we launched the Community Wellbeing Project - a new community hub from Bridge Park Leisure centre. Below, you can see an overview of current posts within the organisation.





# What we can offer you

## Community

- Employee working groups (including advocacy, team togetherness, DEIA and events)
- Staff away days
- Social activities and community celebrations
- We can offer a friendly working culture and a chance to make a difference to people's lives in Brent.

## Learning and Development

- Staff training budget of £250 per year
- Shadowing opportunities to learn about other roles and departments in the organisation.
- Regular staff training.

## Pay, Pension and Other Benefits

- Competitive salaries reviewed on a regular basis
- You'll be eligible and auto-enrolled into a pension scheme - we use Nest. Current pension contributions are 4% from employees and 3% employer contribution.
- Death in service benefit.
- Enhanced sick pay.

## Health and Wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.

## Holidays

- 25 days of annual leave per year plus public holidays
- An additional day of leave for every year of service, after two years of service (up to a maximum of 5 extra days).

## Flexibility

- Hybrid working and flexible working arrangements are possible



# How to apply

## Diversity and Equality

We're committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community. We strive to ensure all applicants will be treated fairly throughout the recruitment process.

We can make reasonable adjustments throughout the application process and on the job. If you have particular accessibility needs, please get in touch and let us know any requirements you may have.

Non-graduates are welcome and we offer a wide range of flexible working options including job share, part-time and different start and finish times and hybrid working.



## How to apply

To apply for this role, please upload your CV and complete the application questions on our Charity Jobs advertisement.

Short telephone screening interviews will be held on Friday 4th April

Interviews will be held on 10th & 11th April at our main office:

160 Pitfield Way, London, NW10 0PW



Photo credit: Digital Island





# Sufira

FIGHT POVERTY  
LOVE COMMUNITY

