



RECRUITMENT POLICY & PROCEDURE

POLICY CONTROL

Version	Description	Date	Approval
0.1	Recruitment Policy – consolidation of Trustee and Volunteer policies	March 2024	
1.0	Board approval	11 June 2024	Board
Next Review:		June 2027	
Chair:		Richard Williams	

LINKED POLICIES & DOCUMENTS

Newquay Foodbank Constitution
Volunteer Commitment Agreement
Role Profiles
Equality, Diversity and Inclusion Policy

APPENDICES

A - Volunteer application form
B – Confidentiality Agreement
C – Volunteer Commitment Agreement
D – Trustees Code of Conduct (additional to Commitment Agreement)
E – Volunteer Reference Request

RECRUITMENT POLICY

1. POLICY STATEMENT

Newquay Foodbank can only achieve its aim of supporting the Community through active recruitment and management of enthusiastic and able staff members who are trained for the role they undertake.

The term “staff members” is used in Newquay Foodbank’s policies to refer to any employees, volunteers, trustees or contractors that are ‘working’ for the Foodbank.

Newquay Foodbank recognises that an effective Board of Trustees is essential if the charity is to be effective in achieving its objectives and operate within the Constitution. The Board must seek to be representative of the people the charity serves and must have available to it all the knowledge and skills required to run the charity.

Newquay Foodbank takes equality, Safer Recruitment and reputation seriously. This policy sets out how Newquay Foodbank will recruit an effective team aligned with our policies, including Safeguarding, Equality, Diversity & Inclusion. All nominated recruiters will undertake Safer Recruitment training or be supervised by a trained person such as the Foodbank Manager. Newquay Foodbank will undertake DBS checks for all staff members at the required level for the role they will undertake.

2. CONSIDERATIONS WHEN RECRUITING TRUSTEES – THE CONSTITUTION

There are rules and guidelines in the Newquay Foodbank Constitution that will be followed regarding eligibility, skills and the process for recruitment of Trustees. The Constitution will be referred to in all Trustee recruitment.

Whenever a Trustee departs a skills audit of the Board will be done. Recruitment of a replacement will take account of the skills audit and of the skills being lost by the departure, including consideration of any specific roles or duties that the individual leaving the board was undertaking.

3. RECRUITMENT PROCEDURE

To ensure clarity throughout the recruitment process communication with potential staff members should be through the nominated recruiter (usually the Volunteer Manager in the case of Volunteers) until directly handed on to other Team Managers

The following process should be followed for recruitment of all staff members:

- 3.1. ADVERTISING** - The role profile for a given position will be checked and verified by the Volunteer Manager, Assistant Manager, Foodbank Manager or Chair as appropriate. Advertising methods will be agreed on a case by case basis by the Foodbank Manager. Adverts will include pay details (rather than a range) to ensure transparency and follow ethical best practice.
- 3.2. INITIAL INTEREST** - In the first instance initial interest will be routed through the method specified in the adverts.
- 3.3. COMMUNICATION** – The nominated recruiter will contact the applicant and request any further information eg portfolio, CV or details of relevant experience
- 3.4. SUITABILITY CALL** – If the applicant appears to have suitable experience, a call will be scheduled with the relevant Volunteer Manager, Assistant Manager or Foodbank Manager to confirm suitability. If this is successful, feedback is provided to the recruiter to arrange a taster session.
- 3.5. TASTER SESSION** – The recruiter will liaise with the appropriate Team Manager to organise a taster session as soon as possible after the initial expression of interest and informal suitability call. In the case of volunteers, this will be targeted at the role the applicant wishes to take on.

The purpose of the taster session is for:

- Volunteers to observe the role and gain hands on experience before proceeding with the full recruitment process
- A chance to meet and chat with other Volunteers
- A chance for Leads or Managers to assess the applicant's suitability for the role

The applicant will be sent copies of the Application Form, Volunteer Agreement, Code of Conduct and Confidentiality Agreement (Appendices A-D) for information. This manages volunteers' expectations as to the requirements of the roles.

Once the taster session is complete the Team Manager is to report back to the recruiter on how the session went. From there the applicant will be contacted to ascertain their continued interest.

3.6. APPLICATION NEXT STAGE - If the taster session is successful, the applicant will be asked to return the paperwork, and once returned the Volunteer Manager or Administrator recruiter will update the database with all information.

- **Documents not returned** – If documents are not returned within 14 days a follow-up request for document completion will be sent. The applicant will be advised that if no response is received after a further 7 days, their personal data will be removed on the basis of a withdrawal of their interest.
- **Documents returned** – Documents will be processed electronically. Data will be held and retained as per the Data Retention Schedule.

3.7. INTERVIEW – The informal interview may form part of the taster session or run as a separate interview depending on the role being applied for.

3.8. TRUSTEE RECRUITMENT - In the case of Trustee recruitment, the applicants will also be offered a taster at a foodbank session immediately after their expression of interest.

The Constitution states specific documentation that should be issued to potential Trustees. Due to the confidential nature of this documentation, it will be sent after completion of a successful taster session. This will be issued by the Chair of Trustees or Trustee Secretary.

The applicant will also be asked to declare any conflicts of interest and will be required to sign a declaration that they are not disqualified from being a trustee as per section 72 (1) of The Charities Act 1993. Trustee appointments will be put to the following Board meeting and a vote taken in accordance with the procedure for appointing co-opted trustees as detailed in the Constitution.

3.9. REFERENCE REQUEST – Where applicants are successful, references are requested using Appendix E and once received, will be checked in line with Safer Recruitment guidelines. It is not a pre-requisite that the references are returned prior to the initial call or a taster session, but they must be held prior to the individual formally starting work for the Foodbank.

3.10. SUCCESSFUL APPLICANTS – Next steps

- **DBS check** – where required the recruiter will pass the applicant's details to the Assistant Manager or Finance & Admin Officer for action.
- **Team Allocation** – The recruiter will pass the applicants details to the Team Manager of the team they wish to join for further contact.
- **Induction**– The induction process will be organised by the Volunteer or Assistant Manager and will be timed according to recruitment drives. Successful applicants will be invited to the next available induction. Completion of induction and mandatory training are critical elements of working for the Foodbank and monitored accordingly.

3.11. UNSUCCESSFUL APPLICANTS – Next steps

There are multiple reasons why individuals may be unsuccessful in being appointed for a Newquay Foodbank role eg unavailable at the times the role requires, unable to undertake particular elements of a role, conflicts of interest, or health and safety risk assessment identifies a high risk for a particular role.

In these cases, the applicant will be provided with feedback through their recruiter and where possible alternative roles will be suggested. Where this is not possible the recruiter will request to hold an applicant's information on file for 12 months in order that they can be contacted if an alternative suitable role is identified. If consent is not provided, the details will be deleted from all systems.

4. REVIEW

This policy and its implementation will be reviewed at least every three years or where significant changes occur. The procedure will be reviewed with lessons learned in mind after each recruitment drive.

APPENDIX A TO RECRUITMENT POLICY

VOLUNTEER APPLICATION FORM

Name of Volunteer (incl Title)		Date of Birth	
Phone Number		Mobile	
Email			
Address			
Driving license and business insurance included in policy (Not needed for all roles)	Y or N	Preferred contact method (Whatsapp / Email / Phone)	
Emergency Contact (NOK) & relationship		Emergency Contact Number (preferred mobile)	
Volunteer Info (Working / Retired / Family)			
Previous Work Experience / Qualifications			
Do you have any health Conditions that we should be aware of? (If yes please give details)			
Do you agree to a DBS check (Not required for all roles)	Y or N		
Do you have any previous convictions (Does not necessarily mean you cannot volunteer)	Y or N		
References – Please provide 2 references (non-family) who have known you for at least 12mths)			
Reference One Name and Relationship to you		Contact Number	
Email address (Required)			

Reference Two Name and Relationship to you		Contact Number	
Email address (Required)			

Approximately how many hours would you like to volunteer (Please Highlight)

One off events	1 – 4 hrs a week	1 – 4 hrs a month	As much as needed	Other (Please State)	
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What role are you interested in volunteering within? Tick all columns as applicable. Many roles have flexible hours that can adjust around your time commitments. **You will never be asked to give more time than you are willing.**

	Session Volunteer	St Columb Minor	Tues 9.30am – 12.30 pm	St Michaels, New quay	Thurs 9am – 12pm	Fri 10am – 12pm	Fri 12pm – 2pm	St Columb Major	Sat 9am – 12.30 pm
	Communications – Photography/ Website / PR / Social Media/ Editorial								
	Community Events – Event management and community engagement								
	Fundraising – Grant applications, business liaison								
	Health and Safety – Risk assessments, policy compliance								
	Logistics – Warehouse and collections management								
	Pathway – signposting foodbank users to additional support								
	Stock and Deliveries - Need to have a clean driving license								
	Trustee Board – Secretary, Safeguarding, Grants, Health and Safety								
	Volunteering – Training, recruitment, support								

Please also tick if you would be open to a leadership role in any of the teams above you have selected.

	Leadership role - Session Lead, Team Lead, Manager
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Please indicate why you would like to become a volunteer with the Newquay Foodbank and what strengths in particular you believe would be of value as a volunteer.

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Data Protection:

Your details will be held by Newquay Foodbank and our umbrella organisation the Trussell Trust, beyond this they will not be shared with any other third party without your explicit consent. Once you leave the foodbank your data may be held for up to 12 months for safeguarding purposes.

Volunteer Confirmation:

By signing the below you confirm that all information contained within this application form is correct to the best of your knowledge. You further consent to Newquay Foodbank processing your data in the consideration of your application during your time as a volunteer with the Newquay Foodbank, if applicable.

Name		Signature		Date	
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Once complete, please **return this form** to volunteers@newquayfoodbank.co.uk including a **photo** (for your Foodbank ID) and we will start the process. If you have any queries at any point please do get in touch.

For completion on successful recruitment:

Role	
Team	
Start Date	
Manager	

APPENDIX B

CONFIDENTIALITY AGREEMENT

This confidentiality agreement covers the Newquay Foodbanks agreement with you to retain your information in a professional manner in accordance with the [Data Protection Act 2018](#), along with your agreement with us to ensure you handle any information you come in to contact with, whilst working with the Foodbank, in the same manner. The term “staff member” is used to describe any volunteer or employee that is working with Newquay Foodbank.

As a staff member for the Newquay Foodbank, you may have access to (or may learn of) information of a confidential nature including personal volunteer, donor and/or beneficiary details. Confidential information includes (but is not limited to) the contents of the Foodbank Operating Manual, and personal details held online eg the Trussell Trust DCS system, written or spoken, printed documents or photographs etc

Under the Data Protection Action 2018 you must minimise the data collected, ensure it is relevant, use the information only for the reasons it was collected, and only where you have explicit approval from an individual to collect and retain the data. This includes raising referrals for third-party organisations eg Citizen’s Advice. By signing this agreement, you are confirming that you have read and understood the Data Protection Policy which provides further detail.

The only exception to this is if you have been party to any information which raises a concern to you, such as a safeguarding matter. In this case, **if you are in any doubt** please pass any information to our Safeguarding Officer or your Team Leader who will discuss it with you directly, and progress as required.

CONFIDENTIALITY STATEMENT

I understand that while volunteering with Newquay Foodbank I may come across information that is confidential. I agree that I will never disclose such confidential information to anyone outside of the project, subject to the exception outlined above.

As a staff member I acknowledge that I will be in a position of trust and therefore confirm:

A.	I am not aware of any reason why I should not undertake this role	
B.	There are matters I need to declare before an appointment is made (Please basic give info below for further discussion if needed, not all concerns would preclude you from working with the Foodbank)	
C.		

You should declare:

- Any health condition or any other information that may influence your ability to work with the Foodbank, or affect the kind of role you will be able to undertake

- Any unspent criminal convictions, including cautions. Including outside of the UK.
- If your name has been placed on a list of people barred from working with children or vulnerable adults, previously held by ISA now by the Disclosure and Barring Service (DBS).
- If you are currently under investigation by the police.

If you would like any guidance on declaring a conviction, please take a look at the following website: <https://www.nacro.org.uk/resettlement-advice-service/support-for-individuals/disclosing-criminal-records/rehabilitation-offenders-act/> for advice on this.

I understand breaches of this agreement could result in termination of working with the Foodbank.

Signed		Name		Date	
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If your circumstances change during the time you are working with the Foodbank bank YOU MUST make the Safeguarding Officer or your Team Leader aware at the earliest Opportunity.

APPENDIX C

VOLUNTEER COMMITMENT AGREEMENT

We appreciate your commitment to Newquay Foodbank and strive to make your volunteer experience with us enjoyable and rewarding. To ensure this is the case, we have created this agreement which sets out our commitment to you and what we hope you can contribute.

Newquay Foodbank commit to:

- Never to ask more of you than you are willing to give. Volunteering is just that - voluntary.
- Give you the best experience possible
- Be responsive to your requirements
- Provide you with an induction
- Be flexible in relation to your volunteering hours, recognising individual capacity and the need for holiday
- Provide training required to undertake the role
- Reimburse out-of-pocket expenses as agreed in the Expenses Policy
- Provide a clear leadership structure to access support and raise concerns

By signing below you agree to volunteer with the Newquay Foodbank and commit to the following:

- Reading and abiding by Newquay Foodbank's policies and procedures
- Treating all Foodbank users with dignity and respect
- Maintaining confidentiality as set out in the Confidentiality Agreement
- Performing your role to the best of your ability
- Working within the scope of your role description
- Undertaking training as required to ensure you are able to fulfil your role
- Advising your Lead or the Operations Manager of any changes to your circumstances that may affect your ability to fulfil your role
- Asking questions and raising concerns to ensure you stay safe whilst volunteering
- Meeting time and other commitments as agreed
- Giving reasonable notice to the leadership team when unable to attend sessions or other commitments
- Declare and manage any conflicts of interest with your Lead or the Operations Manager

Signed		Name		Date	
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APPENDIX D

Newquay Foodbank Trustees and Leadership Team Code of Conduct

It is the responsibility of Newquay Foodbank trustees to:

- Act within the Constitution, all policies and the law – being aware of the contents of the organisation’s Constitution and the law as it applies to Newquay Foodbank.
- Act in the best interest of Newquay Foodbank as a whole – considering what is best for the organisation and its beneficiaries and avoiding bringing Newquay Foodbank into disrepute.
- Manage conflicts of interest effectively – registering, declaring and resolving conflicts of interest. Not gaining materially or financially unless specifically authorised to do so.
- Respect confidentiality & sign the Confidentiality Agreement. Understand what confidentiality means in practice for Newquay Foodbank, its Board and the individuals involved with it. This applies to both the holding of data and the discussions in meetings.
- Have an up-to-date knowledge of Newquay Foodbank and its environment, how Newquay Foodbank works and the environment within which it operates.
- Attend meetings and other appointments or give apologies 48 hours beforehand, attendance at at least 2 of the quarterly Board meetings is expected.
- Respond promptly to communications through electronic channels outside of meetings or notify the Chair that you will be unavailable.
- Prepare fully for meetings – reading papers, querying anything you don’t understand and thinking through issues in good time before meetings.
- Actively engage in discussion, debate and voting in meetings – contributing positively, listening carefully, challenging sensitively and avoiding conflict.
- Act jointly and accept a majority decision – making decisions collectively, standing by them and not acting individually unless specifically authorised to do so.
- Work considerately and respectfully with all – respecting diversity, different roles and boundaries, and avoiding giving offence.
- Work to create a culture of accountability, supporting staff and volunteers to work in a supportive, positive environment.
- Let the Chair know if they feel they are unable to commit to the role and comply with the Code of Conduct.

Trustees and staff are expected to honour the content and spirit of this code.

I understand that substantial breach of any part of this code could lead to my removal from the trustee board.

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APPENDIX E

Volunteer Reference Request

Volunteer Name:	
Position Applied for:	Foodbank Volunteer

The above named person has applied to volunteer with the Newquay Foodbank and has given us permission to approach you for a reference. By completing this form you are agreeing to supply an opinion of the Volunteer and that all information given is accurate.

The role of a Food Bank volunteer is varied and can include tasks such as:

- Collecting food donations or purchasing food from stores and delivering to sites,
- Unpacking and sorting stock,
- Checking food is suitable for onward distribution ie date check,
- Making food parcels,
- Interacting with vulnerable adults,
- Dealing with confidential information,
- Working as part of a busy team.

We thank you for taking the time to assist us in our application process and confirm that all information will remain private and confidential.

Best regards

NEWQUAY FOODBANK

Name of Referee:		Date of Reference:			
Relationship to Volunteer:					
How long have you known the Volunteer?					
Please rate the Volunteer on the below areas by indicating with an 'X'					
	Poor	Below Average	Average	Good	Excellent
Honesty					

Trustworthiness					
Punctuality					
Team Work					
Confidentiality					
Empathy					
Are there any reasons why you would <u>not</u> recommend this individual as a Volunteer?					