**Newquay Foodbank Volunteer Role Profile**

Volunteer Role: Session Administrator

Volunteer Manager: Operations Manager

Where you will be based: One of our foodbank centres

Time Commitment: 4 – 8 hours per month

**Why you should join Newquay Foodbank:**

Newquay Foodbank was founded in 2011 by the community and we work to distribute emergency food and essential items to people in Newquay, and surrounding areas, who are facing a financial crisis. We are a volunteer led organisation and rely on the skills that people from outside our organisation can bring. We are committed to ensuring that we have a sustainable operation both financially and by volunteer support and we must ensure our profile is raised in the community. This is a newly developing team and an exciting time to join us if you like to shape the future. By volunteering as a Session Administrator, you will be a welcoming face to foodbank visitors. You will record and process the vouchers of our visitors and where required, will generate vouchers for those people in food crisis who present without a voucher, all while making a real difference to people’s lives providing vital help and support at a time when they need it most.

**What you will be doing** (including but not limited to)**:**

* Collating vouchers from foodbank visitors and inputting the data into the Data Collection System
* Collect and record session data
* Record any voucher errors and liaise with the Operations Manager and Pathways Lead

**The skills you need:**

* A high degree of confidentiality and discretion
* Confident and competent IT skills
* Good data management and understanding of data protection
* Organised and able to complete tasks accurately with good attention to detail
* Ability to listen and engage with people from a diverse range of backgrounds and experiences
* Ability to get on with others and be part of a team as well as completing tasks independently
* A willingness to learn about our organisation and our place within the Trussell Trust and align to our campaigns

**Benefits of joining Newquay Foodbank:**

* Have an enjoyable experience while volunteering for a nationally recognised organisation
* Full induction and training required to undertake your role
* Access to Tempo Time Credits, earning rewards for your volunteering
* Reimbursement of out-of-pocket expenses
* A Newquay Foodbank uniform
* Learning new skills and utilising your existing skills to make a difference to the community
* Meet new people and be part of a motivated team who share your passion to achieve social justice

**By volunteering with Newquay Foodbank, we will ask you to commit to:**

* Treating all foodbank users with dignity and respect, whilst maintaining confidentiality as set out in our Confidentiality Agreement
* Reading and abiding by the Newquay Foodbank’s Policies and Procedures, including agreeing to and attending any training required to undertake your role
* Meeting time and other commitments as agreed