



### **CFB Administrator – Job outline**

The role of CFB Administrator is envisaged as a proactive one of engagement with both existing and potential volunteers, in whatever capacity they interact with Canterbury Food Bank.

It will be warehouse based, 5 days per week, during core opening hours. It is planned that the post will be for 25 hours per week all year round.

Recruitment of new volunteers to meet operational demand, the construction of shift rotas, and filling of gaps in rotas, is a significant part of the role, and assisting with day-to-day administration tasks such as taking minutes at meetings or helping with social media posts will also form part of the role.

As CFB has grown, the requirement to be more engaged with and cognisant of, our volunteer pool, liaising between staff and volunteers, and induction and training is becoming increasingly important.

The CFB Administrator will be in the warehouse, the hub of the charity's activities, alongside the staff and volunteers, so they can easily respond to service delivery requirements.

#### Essential criteria

Having a 'can do' approach

Excellent communication skills

Strong interpersonal skills, to deal with a diverse range of people

Empathy with volunteers and an understanding of their needs

Able to inspire and motivate others

The ability to deal with information in a confidential manner and respond with sensitivity

Good organisational and time management skills, with the ability to multi-task and plan and prioritise your workload

Administrative and IT skills (MS Outlook, Word, Excel and PowerPoint), and an ability to maintain records and produce clear written and oral reports

A flexible and non-judgemental approach to people and work

#### Desirable criteria

Experience of managing or coordinating projects and volunteers

An understanding of the sector, commitment to the organisation you work for and, if relevant, empathy with service users.

Knowledge of IT Systems and maintenance would be an advantage