



CFB Administrator

25 hours pw, based at the CFB warehouse Monday – Friday between 9am – 2pm

Salary (under review) from £11.00 per hour

Managed by Operations Manager

- Engage with all volunteers covering roles within the charity. Act as first point of contact on site and on the phone.
- Produce rotas for volunteers to ensure the smooth operating of the charity, filling any gaps as required. Plan delivery routes for volunteer drivers. Ensure as fair a distribution as possible of opportunities.
- Provide initial on-site induction for volunteers
- Enhance the professional development of all volunteers. Assist in training for volunteers as required. This may include working with other staff to write training packages or to assist in the delivery of training on site.
- Organise and chair quarterly volunteer engagement panel (VEP) meetings and follow up the implementation of recommendations agreed by the VEP.
- Organise and implement appropriate volunteer events and take the lead on organising celebrations such as volunteers' week. Celebrate volunteer success.
- Notify the operations manager of any concerns about the day-to-day operation regarding the volunteers and ensure that all activities comply with CFB policy and procedures.
- Assist the operations manager in the management of any capability issues with professionalism. Respond appropriately to any safeguarding concerns.
- Assist with writing volunteer policies and procedures including risk assessments. Ensure changes to policy and procedures are communicated to appropriate volunteers.
- Promote CFB in a positive way to existing and potential volunteers
- Generate appropriate volunteering opportunities and role descriptions based on the needs of the organisation
- Promote volunteering through recruitment and publicity strategies and campaigns. Actively engage with those who offer to volunteer and work to find appropriate opportunities for them
- Recruit and interview volunteers and ensure they are appropriately matched and trained for a position
- Carry out pre-volunteering checks, including references
- Maintain the database of volunteer details and training records.
- Work with the delegated volunteer to organise thank you emails, letters or social media posts. This could be following food donations or small financial donations.
- Help the operations manager to coordinate seasonal appeals including use of social media
- Take minutes at meetings as requested and distribute.
- Take responsibility for updating social media platforms to promote the work of the charity
- Other tasks as directed by Operations Manager.