

Volunteer Role Description Office Assistant



Project Background

EMERGE 3Rs' mission is to improve the economic, social and environmental well-being of our local communities by providing reuse and recycling services to businesses and schools in Greater Manchester. **EMERGE operates FareShare North West** which delivers surplus food from the food industry to community groups supporting people in poverty around Greater Manchester.

About FareShare

FareShare is a national charity fighting food poverty by tackling food waste. We source food that is surplus to requirements – from food retailers and manufacturers – and engage many volunteers to help redistribute this to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions).

FareShare now operates 17 warehouse depots around the UK and supports over 1000 local groups – our Community Food Members.

Objectives

To support the safe and secure redistribution of surplus food to Community Food Members (CFMs)

To assist the FareShare staff in the daily running of the office

Role requirements/Daily tasks:

- Contacting customers to arrange orders
- Entering information using the online database
- Counting goods into the warehouse
- Recording fridge temperatures
- Ensuring paperwork is completed and filed correctly
- Teamwork/Working with others
- Updating customer information
- Assist with daily planning
- Writing and responding to emails
- Developing excellent customer relationships
- Handling and referring customer enquiries

Place of Volunteering

FareShare depot, Units E6-E7 New Smithfield Market, Openshaw, Manchester, M11 2WJ

Hours

As agreed. Usually 1-2 days a week (weekdays only.)

Requirements

- Interest in the work of FareShare and our values
- Ability to follow procedures and instructions
- Strong IT skills covering Outlook, Microsoft Word, Excel and other databases
- An excellent telephone manner and the ability to communicate clearly on the phone.

Training

You will be given an induction and full training in the role.

What you will gain from the volunteer role

- You will gain skills and experience in office administration
- You will have the opportunity to undertake a Level 2 Food Safety in Catering qualification
- You will enjoy being part of a great team, and contributing to a fantastic cause

Expenses

Expenses incurred travelling to and from FareShare will be reimbursed up to £4.00 per day. For those volunteering for more than 4 hours a day lunch expenses will be reimbursed up to £3.00. You will be shown how to claim expenses on your induction.

How to Apply: Please contact the Volunteer Coordinator for an application form. Phone 0161 223 8200 or email volunteering@emergemanchester.co.uk