



# RETAIL VOLUNTEER COORDINATOR

APPLICANT INFORMATION PACK



[www.trusselltrust.org](http://www.trusselltrust.org)



## WELCOME FROM EMMA REVIE, CHIEF EXECUTIVE

The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1st April 2021 and 31st March 2022, food banks in the Trussell Trust network distributed 2.1 million three-day emergency food supplies to people in crisis, a 14% increase on 2019/20 (the last complete year before the pandemic). More than 830,000 of these went to children.

I want to see the end of the need for emergency food services in every nation of the UK, to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Working for the Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

**Emma Revie**  
Chief Executive



## WHAT WE DO

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million\* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

**Together, we can end hunger and poverty in the UK.**

[\\*14.2 million people in the UK population are in poverty. The Social Metrics Commission, 2018](#)

## OUR VALUES

The Trussell Trust is committed to community built on diversity, tolerance, cooperation, and mutual respect. We want to contribute to society and demonstrate social responsibility.

Our values are **Compassion, Justice, Community** and **Dignity**.

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



## HOW WE WORK

Our offices are in Salisbury in Wiltshire and London.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Network Operations
- Network Programmes & Innovation
- Corporate Services (including Charity Retail)
- Policy, Research & Impact
- Participation
- People & Inclusion
- Public Engagement

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

## OUR BENEFITS

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions of up to 8%, group income protection, payroll giving, flexible working, season ticket loans, and enhanced contractual leave.

To find out more about the full range of benefits we offer, visit [www.trusselltrust.org/employee-benefits](http://www.trusselltrust.org/employee-benefits).



## THE ROLE

<b>Department:</b>	Charity Retail
<b>Responsible to:</b>	Retail Director
<b>Hours:</b>	15 hours per week, flexible across the week
<b>Salary:</b>	£23,500 (pro rata), per annum plus a comprehensive benefits package
<b>Based:</b>	Home-based with some travel required in south Wiltshire and Dorset
<b>Employment:</b>	12 months' FTC with possibility of extension/permanent role



### ROLE OUTLINE

Reporting to the Retail Director, you will deliver vital support to the small charity retail management team, coordinating all aspects of volunteering within the retail department of the Trussell Trust. The Charity Retail department consists of 9 shops in Wiltshire and Dorset as well as a central donations warehouse in Salisbury.

This position is responsible for assisting with the development and delivery of all policies and procedures relating to volunteers in Charity Retail ensuring consistent implementation and best practice across Charity Retail.

### RESPONSIBILITIES

- Promote and enable a positive culture of engagement that values the contribution of volunteers and ensure the provision of regular communications to staff and volunteers
- Working in conjunction with colleagues across Charity Retail, ensure that all opportunities to create and support successful volunteering roles are maximised
- Working with the shop and warehouse managers, take overall responsibility for the recruitment, training, selection and management of volunteers
- Nurture and maintain excellent relationships with volunteers to develop their contribution to Charity Retail and help to resolve any issues that may arise
- Maintain accurate, compliant, and up to date centralised volunteer records and ensure that regular checks are carried out
- Comply with safeguarding and risk management procedures to ensure that the safety and wellbeing of volunteers are safeguarded in a timely and responsive manner
- Develop and promote ways for volunteers to feedback about their role, reporting findings and proactively adapting volunteering journeys as necessary in response
- Keep up to date with volunteering best practice across the sector; attending events, training and networking opportunities
- Develop a culture of innovation, resourcefulness and best practice to make the best use of time and skills in the team
- Promote collaborative working across Charity Retail and with other teams across The Trussell Trust.



# PERSON SPECIFICATION

## Technical skills and minimum knowledge:

- Experience of implementing volunteer programmes, policies and procedures
- Understanding of the safeguarding agenda and associated legislation, policy and guidance
- Effective communicator with the diplomatic skills required for the role
- Some experience of the charity retail experience is desirable
- Experience of delivering best practice in the voluntary sector

## Behaviours and competencies:

- Is able to identify situations of risk and mitigates and manages them effectively
- Delivers key outputs and responds to requests in a timely manner
- Works collaboratively to deliver an excellent volunteer experience
- Delivers innovation and models excellent performance standards
- Excellent communication skills and able to operate with diplomacy, tact, and empathy at all levels across the organisation.

## Key Stakeholders:

- Retail Director
- Retail Area Manager
- Retail Development Manager
- Shop Managers and Warehouse Manager
- HR Advisor
- Volunteers

*The Trussell Trust is a charity that works to end the need for food banks. It is founded on and shaped by Christian principles. Our values of dignity, justice, compassion and community, are central to all that we do and therefore supports our aim to be an organisation where the diversity of all employees is valued. We welcome people of all faiths and none and those that are committed to these values.*



## HOW TO APPLY

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to [www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs) and click on 'Apply for this job' by the role details. This will take you through to our online Applicant Tracking System (ATS). You need to complete the ATS process in one go so it may help you to prepare the following before you start:

- Current employer
- Position in organisation
- Length of notice
- Give a brief outline of the responsibilities associated with your current role (no more than 150 words)
- Explain your interest in the position and give details of any relevant experience you have (no more than 150 words)
- As part of this process, you are required to upload your CV and a letter outlining why you are just who we are looking for.

If you have questions about this position, please email [retailrecruitment@trusselltrust.org](mailto:retailrecruitment@trusselltrust.org).

[www.trusselltrust.org/jobs](http://www.trusselltrust.org/jobs)

