



## **BOX PACKER – VOLUNTEER ROLE**

### **Overview**

We are looking for volunteers for the key role of Box Packer, to assist at our food distribution sessions, which take place; Tues 12-2pm, Thurs 5-6.30pm, and Fri 12- 2pm.

As a Box Packer, you will work in partnership with a second Box Packer to collate food parcels to give to clients at our distribution sessions. During the session you will liaise with the Front Line team leader who oversees the meeting and greeting of our clients.

Full training will be given at shadowing/taster sessions with our (Volunteer) Warehouse Manager or other experienced Box Packer. It is essential to have mobile phone and be proficient with email. Suitable volunteers will be flexible team players, and have passion for helping those in need. The work will be carried out at our Foodbank Distribution Cabin on the carpark at Tesco on Stratford's Birmingham Road.

You must be available to help at least once a month at one of the above sessions and be prepared to arrive 30 mins early set up, and stay at least 15 mins afterwards to clear away.

### **Time Commitment:**

A minimum of 6 hours a month (in two sessions of three hrs), may vary according to the rota and your availability, occasional attendance at warehouse meetings held at mutually convenient times.

### **Who would this role suit?**

Suitable for any new or existing volunteer, previous experience of our warehouse is helpful but not essential. You must have availability once a month to help at one of the following sessions Tues 12-2pm, Thurs 5-6.30pm, and Fri 12- 2pm. Please be aware that light lifting, twisting and bending may be required.

### **What is Stratford upon Avon Foodbank?**

We are an independent charity helping local people in crisis. We do this by providing food parcels to clients referred to us by partner agencies, and providing 'signposting' information to help clients improve their situation. The Foodbank is part of the Trussell Trust's network of 400+ foodbanks, and benefits from operational guidance provided by the Trust. We distribute an average 190+ parcels a month of which 25%+ are for children. Distribution sessions and warehousing happens at our cabin is on the carpark of the Birmingham Rad Tesco. We largely funded by Stratford's Town Trust, have a board of Trustees to guide our work and benefit from a Foodbank Manager employed two days a week to oversee our operation.

### **How to Apply**

Email [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) stating reasons for suitability and which time slots are most suitable: Tues 11.30am-2.15pm, Thurs 4.30pm – 6.45pm, or Friday 11.30am – 2.15pm. In the event of a number of suitable applications, informal interviews may be used to assist selection.

For further information please email [volunteer.suafoodbank@gmail.com](mailto:volunteer.suafoodbank@gmail.com) or call our Foodbank Manager Marion Homer on 07736 611323. Information on Stratford Foodbank can be found at <https://stratforduponavon.foodbank.org.uk/>

### **IMPORTANT NOTES:**

This volunteer role description reflects the hopes and intentions of the organisation and is not intended to be contractually binding on either party, or to form a contract of employment. Please note that Stratford upon Avon Foodbank is a Christian organisation and welcomes volunteers of all faiths and none.

### **Key Tasks and Attributes**

- Be available to attend at least 2 sessions a month session times area - Tues 11.30am-2.15pm, Thurs 4.30pm – 6.45pm, or Friday 11.30am – 2.15pm, at our Cabin next to Tesco on the Birmingham Road

- Collate food parcels according to the appropriate voucher/picking lists
- Ensure w/h paperwork and weighing procedures are completed accurately
- Answer the w/h phone and deal with enquiries about food donations.
- Create a welcoming and caring atmosphere for volunteers , food donors and clients
- Be able to cope well under pressure
- Report any health and safety concerns to the W/H Manager and/or Foodbank Manager
- Provide a brief email report to the W/H mgr. after each session backed up with notes in the w/h daybook.
- Attend occasional team leader meetings
- Set up 'extras' boxes as directed.
- By email, after each session, advise the w/h mgr. and/or Foodbank Mgr. of any product shortages
- Ensure w/h procedures & policies are followed as advised by the w/h mgr. and/or Foodbank Mgr.
- Handle confidential information in a discreet and professional manner
- Report health and safety concerns to the W/H Mgr. and/or Foodbank Manager
- Attend occasional w/h meetings
- Please note that there are no toilets at our cabin, we use the facilities provided at the Tesco store