



Volunteer Role Description

Title: Foodbank Email Officer

Reports to: Foodbank Manager

West Berks FoodBank

The West Berks Food bank team provide essential support for those in our community who have a short-term food need. The Foodbank relies on donations that are made in various ways – in-store supermarket collections baskets, church and school collections, personal and community donations among others.

Donations are usually collected by volunteer drivers, but donation coordinators and individual donors also bring donations directly to the warehouse.

Donations consist of many different products – tinned food, milk cartons, cleaning products, personal toiletries, packets of biscuits – which all have to be sorted, by expiry date where applicable so that they can be sent back out to clients or stored for future delivery.

The client orders are packed at the warehouse and distributed by a team of volunteer drivers.

Email Officer role objective

This volunteer monitors the emails that are received from the West Berkshire Foodbank web page.

Likely activities and tasks

- Review the Inbox and Junk emails for the info@westberks.foodbank.org.uk
- Answer queries
- Liaise with the Foodbank Manager
- Forward emails to relevant team members
- Delete spam emails

Specific volunteer requirements

- Basic IT knowledge
- Basic knowledge of the Foodbank set up
- Flexible working hours

Additional requirements

- Access to a computer
- Ability to work from home