

✓ Relieving Hunger  
✓ Restoring Dignity  
✓ Reviving Hope



## **Volunteer Role Description**

Title: Collections Manager, Supermarkets – role share

Position Type: Volunteer

Reports to: Foodbank Manager

Location: Home Based

### **West Berks Foodbank**

West Berks Foodbank (WBF) 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 collection baskets, church and school collections, personal and community donations among others. Donations are usually collected by volunteer drivers, but donation co-ordinators and individual donors also bring donations directly to the warehouse at Greenham Business Park.

Donations consist of many different products – tinned food, packets of food such as pasta and biscuits, milk and fruit juice cartons, cleaning products and personal toiletries – 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 use.

During the pandemic, all client orders were packed at the warehouse and distributed by a team of volunteer drivers. After the easing of Covid restrictions the Foodbank reopened a number of their distribution centres and started operating a hybrid model of deliveries and drop-in distribution centres.

Over 160 volunteers support the activities of the WBF and there are three paid roles – Foodbank Manager, Warehouse Manager and Benefits and Welfare Advisor.

### **Collections Manager, Supermarkets - Role Objective:**

This volunteer is responsible for building relationships with supermarkets in our local community to raise awareness of the work that we do thereby encouraging them to support us. This support could be through a one-off in-store campaign perhaps at a key point in the calendar year such as Harvest Festival or, more usually, it could be through ongoing support such as an in-store donation point or merchandising. By developing relationships with key members of staff within stores, it is hoped that opportunities for maximising support for our charity, identifying new ideas to boost donations and raising awareness of the work that we do will be possible.

A number of mutually beneficial relationships are already well established between WBF and local supermarkets so a key element of the role will be to maintain and build upon those existing links. There are also a sizeable number of supermarkets where no relationship has yet been established and significant relationship development opportunities therefore exist. Supermarkets in our area currently account for almost half of the total donations we receive and are, therefore, an extremely important partner for us.

This volunteer is part of the Collections Team and as such works alongside the Churches Collections Manager and Schools Collection Manager to generate ideas, share best practice and ensure consistency of approach. The role holder reports to the Project Manager who will be their primary contact point on a day to day basis but they also have regular contact with the wider team including the Warehouse Manager, Rota Manager, Lead Volunteers, Delivery Drivers, Admin and Social Media team.

**Likely activities and tasks that might be requested:**

- Plan an annual calendar of campaigns to launch with supermarkets to maximise donations both on an ongoing basis throughout the year and at key points in the calendar eg Christmas, Harvest Festival and Easter
- Produce emails and presentations for supermarkets to raise awareness of the work of the Foodbank and to support their in-store collections
- Ensure stores are given the promotional material they need to raise the profile of the Foodbank instore
- Visit stores to meet with staff to discuss the work of the West Berks Foodbank with a view to developing a supportive and productive relationship
- Meet with store representatives at the Greenham warehouse periodically to introduce them to the team, show them the work that we do there and give them an overview of the Trussell Trust and our Foodbank
- Ensure that in-store merchandise is current, appropriate and updated on a regular basis
- Liaise with Foodbank Collection Drivers, Delivery Drivers, Rota Manager, Lead Volunteers and Foodbank Manager to coordinate deliveries to and collections from supermarkets
- Ensure supermarkets are kept informed and are thanked on a timely basis for their support
- Ensure our social media presence reflects the involvement and support from our local supermarkets
- Act as primary point of contact for queries coming from supermarkets in the area
- Maintain a Supermarkets Contact Lists to ensure they are current and accurate
- Liaise with other West Berks Foodbank Collections Manager(s) on a regular basis to share ideas, learning and ensure consistency of approach.

**Specific volunteer requirements:**

- Strong communication skills both written and oral
- Organised, methodical and able to plan
- Basic computer literacy in standard software
- Good attention to detail to effectively coordinate supermarket support activities
- Willingness and flexibility to get involved
- Strong team player
- Full driving licence and own car or willingness to use the Foodbank vans

**Dress requirements:**

- A work T-shirt/fleece can be provided if desired.

Date approved: 10/09/2024

Approved By: Foodbank Manager