

## Volunteer Role Description

Title: Distribution Packing Lead Volunteer

Team: Distribution

Position Type: LEAD VOLUNTEER

Reports to: Warehouse Manager

Location: UNIT 80 GREENHAM COMMON BUSINESS PARK

### 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.

### Lead Volunteer role objective.

This volunteer is a shift leader for the friendly distribution packing team in the warehouse, based at Greenham Park. This volunteer is responsible for all client orders leaving the warehouse and as such manages the team working on this activity.

The Goods-in volunteer team work alongside the distribution team and support them by providing appropriate stock for them to use as they prepare the client orders.

### Likely activities and tasks that might be requested.

- Contacting clients to inform them that an order has been approved and to finalise any specific contents requested and inform clients of likely delivery day.
- Plan requirements for delivery drivers based on client list for the shift and advise any adjustments to the rota for affected drivers. Ensure any emergency drivers are pulled in if needed.
- Plan the daily distribution packing shift based on the need for immediate deliveries vs future stock box requirements.
- Ensure all volunteers on shift have the appropriate training and are competent to ensure consistent quality. Document training for each volunteer as appropriate.

- Liaise with warehouse manager regarding team competencies as appropriate.
- Lead a daily shift briefing to guide the distribution packing team to ensure that they are preparing client or stock boxes as needed following the packing guidelines and any specific stock guidance as provided by the Goods In team.
- Preparing fresh fruit and vegetables into bags for distribution.
- Ensure all client orders are weighed out and data is captured.
- Communicating with collections drivers regarding their delivery requirements.
- Communicating with the Goods-in team and warehouse manager about stock availability or issues.
- Greeting donors and assisting them in bringing deliveries into the warehouse.
- Logging all client deliveries on the database and provide daily activity summary information as requested.

**Specific volunteer requirements:**

- A normal distribution packing shift lasts about 3 hours and volunteers are likely to be on their feet the whole time, moving stock and possibly lifting boxes of up to 12kg around the warehouse.
- An ability to deal with clients in a sensitive and empathic manner.
- Strong communication and team leadership.
- Highly organised, methodical and able to keep calm.
- There is an element of database entry and so LV must be computer literate.
- The distribution packing shifts operate as a team and as such this role is best suited to someone happy to work as part of a team and remain flexible for what needs to be done.

**Dress requirements:**

- All volunteers in the warehouse are required to wear flat closed toe shoes.
- A work T-shirt and fleece can be provided upon request.
- Basic PPE is currently mandatory.

Date approved: 23/10/2024

Approved By: Warehouse Manager/Project Manager