



Volunteer Coordinator

Salary	£32,500 (full time equivalent, pro rata)
Hours:	16 hours per week (.4 FTE) - can be worked flexibly
Contract:	3 years (with high likelihood of extension of a further 2 years)
Annual Leave:	25 days per annum plus public holidays, pro-rated
Responsible to:	Community Engagement Manager
Location:	London Borough of Brent, NW10

About Sufra NW London

Sufra NW London is a local charity established in 2013 to address both the causes and consequences of impoverishment in the community.

Based on St. Raphael's Estate, the London Borough of Brent's most disadvantaged neighbourhood, our services aim to prevent hunger, fight poverty and build community – by working with families living in poverty, asylum seekers and refugees, and people experiencing homelessness and social isolation.

With the help of our volunteers and partners, we coordinate a network of food banks, kitchens, a community shop and café. These act as a gateway for guests to access more holistic support – including welfare advice, asylum support and our award-winning community garden.

We aim to work with our guests to find solutions to their challenges together, whilst campaigning against the causes of hunger and poverty.

With the help of our wonderful volunteers, we run a range of services including our:

Food Bank: Providing food parcels to support guests experiencing food poverty.

Community Garden: Established in partnership with the local community, we offer a range of horticultural classes, including a forest school, and run a garden market.

Advocacy: We support our guests to raise their voices, both internally for our steering groups and externally for our local and national campaigns.

Advice Services: Our advice workers support guests with underlying problems such as benefit disruptions, housing issues and asylum claims.

Community Cafe: Our professional chefs and volunteers serve high quality, nutritious three course meals using donated surplus food.

Community Shop: A new way to look at a food bank, our community shop provides heavily discounted food for our guests to choose from.

The Volunteer Coordinator will be based in our exciting new Community Wellbeing Project (CWP). The CWP will provide guests with our community shop, cafe, and advice services.

We have trialed the CWP model over the last 18 months for two days a week, as an alternative to the standard food bank and soup kitchen services. It has been successful in providing our guests with a more dignified way to access food, created a flourishing community space, and enabled our guests to access several services and external partners in the same space.

We're excited to expand this project and move into a new space, starting in November.

About the role

Our volunteering family is essential to Sufra. Without our wonderful group of dedicated and passionate volunteers, we couldn't run our services or support our community. The Volunteer Coordinator will be responsible for cultivating a committed group of volunteers for our new CWP space, and supporting those volunteers to flourish and feel valued, whilst working closely with our Community Engagement Manager.

We're looking for a high energy and hands on Volunteer Coordinator with great people skills, who is well-organised and can work effectively in a busy environment. You will be supporting volunteers throughout their journey with Sufra, from first point of contact, to interview, to induction, to continued support, with regular 1-1 catch ups.

Sufra currently manages 70 volunteers in our CWP space, some of whom will be joining the new project, and we receive hundreds of volunteer applications each year across our services. You'll support to grow our volunteer numbers through effective recruitment and retention so that we can effectively run our cafe, shop, and advice services. And you'll maintain our

volunteer records so that we can continue to build through effective monitoring and evaluation.

We want to create a safe, supportive, inclusive, and positive environment. As a Sufra staff member you'll embody our ethos of dignity, community, and human rights, as well as following our safeguarding, health and safety, and equality, diversity and inclusion policies.

How to apply

To apply for this role, please submit a CV, Covering Letter (no more than 2 sides) by email to admin@sufra-nwlondon.org.uk, and complete our [Equal Opportunities Form](#).

Deadline for applications: 10am on October 24 2024

Interview date: October 29 2024 (TBC)

Role Description

Main Duties & Responsibilities

Recruitment and Retention

- Increase volunteer numbers through telephone interviews with new applicants.
- Support new volunteers in their roles with in-depth inductions.
- Collect volunteer feedback and implement suggestions.
- Support with the delivery of volunteer celebration events.
- Deliver regular 1-1s with volunteers.
- Attending borough-wide events to share Sufra CWP volunteering opportunities
- Support volunteers with development and training opportunities.
- Work with the Community Engagement Manager on our volunteer recruitment strategy.

Volunteer Administration

- Maintain volunteer records and data.
- Support volunteers with DBS applications.
- Ensure risk assessments are in place where necessary.
- Support volunteers with and keep track of expenses.

Other Duties

- Join staff meetings once a month to contribute updates and news.
- Ensure that our policies and procedures are followed.
- Ensure that the service reflects the ethos, values and core principles of the charity.
- Attend regular supervisions with your line manager.
- Undertake any other reasonable duties to support the operations of the charity.

Person Specification

Competency	Specification	Essential	Desirable
Experience	Experience coordinating volunteers	✓	
	Experience leading briefings and inductions	✓	
	General administration experience	✓	
	Experience providing 1-1s with staff or volunteers	✓	
	Experience working with people affected by food poverty, homelessness, isolation or who are seeking asylum		✓
	Experience working with corporate volunteering groups		✓
	Experience running events		✓
Skills & Abilities	Excellent communication and people skills	✓	
	High energy and keen to engage with volunteers on the phone and in person	✓	

	Strong IT skills (Outlook, Word, and Excel)	✓	
	Strong organisational skills and accuracy when recording data	✓	
	Ability to work under pressure		✓
	Understanding of safeguarding principles		✓
	Speaks Arabic, Somali, Farsi – or another community language		✓
Attitude	Honest and trustworthy	✓	
	Positive, friendly and hard-working	✓	
	Open to feedback and development needs	✓	
	Willingness to engage in further training	✓	
	Commitment to the values of Sufra NW London	✓	

Final applications must be received by 9am on Monday 28th October.

Your Data

Sufra will use the information you submit to us to consider your application for a job. You have rights to your data, its accuracy and control over our use. For full information about how we will ensure that all applicant data is appropriately and securely stored, handled and disposed of, see our privacy policy [here](#). By submitting an application, you are acknowledging you have read and understood our Privacy Policy, although you can withdraw your application at any time.

Eligibility to Work in the UK

Please note that Sufra is unable to obtain a work permit on your behalf and is not able to sponsor visas.

DBS Checks

Please note that if you do not consent to the use of an external validation service for a DBS check, then we may be unable to take your application further. Confirmation of employment will only be given on receipt of satisfactory evidence and checks being issued and references have been received.

References

Once an offer of employment has been made, you will be asked to provide the names and contact details of two referees. If possible, the first referee should be your present employer and the second referee a previous employer.

Deadline for applications: Applications will be reviewed regularly, and interviews will be held on a rolling basis, therefore early application is highly encouraged.