

TASK DESCRIPTION

Role Title

Food Sorting Volunteer

Appointment Type

This is a volunteering position, not a contract of employment

Volunteer Hours

Flexible morning and afternoon shifts, according to availability and need

Lunch and Breaks

As appropriate to tasks being undertaken

Primary Purpose of Role

To receive, sort, prepare and bag-up food and other household essentials received at our Food Hub.
 Help with cleaning and tidying tasks in and around the Food Hub to ensure health, safety and food hygiene standards are maintained.

Role Description (Main Duties and Responsibilities)

To undertake one or more of the following tasks as appropriate:

1. Receive food deliveries at our 'Food Hub' which is located at the former Office Outlet retail warehouse at Trinity Retail Park, off Bradford Street BL2 1HY
2. Help prepare and pack lunches during school holidays and other times, to support struggling families.
3. Maintain UOB food safety and infection control procedures at all times.
4. Sort food / household essentials which has been donated and delivered to the Food Hub from individuals and UOB partner churches, schools, community centres and businesses.
5. Sort, store and box up food items which have been donated / purchased for our Christmas Hamper project.
6. Help to bag up food parcels for onward delivery to struggling households across Bolton.
7. Move stock around the unit on trolleys supplied for this purpose, following our moving and handling procedures at all times.
8. Help load food, and other household essentials into vehicles for onward delivery to households.
9. Help in cleaning and tidying in and around the Food Hub. Sort, separate and bin waste for collection.
10. Signpost customers and other volunteers towards UOB staff for help, guidance and support as necessary.
11. During the course of your volunteering, you may on occasion access / record sensitive and personal customer information. You will need to keep all such information confidential to be shared only with UOB staff.

Other requirements of this role

12. Conduct your volunteering activities in accordance with our Risk Assessments (ie. moving and handling and driving).
13. Undertake appropriate training and development as necessary to meet all requirements of the role.
14. Investigate and deal promptly with complaints and queries from customers and partner organisations.
15. Conduct all tasks with full regard to all UOB policies, practices and procedures - with particular regard to confidentiality, health & safety, equality & diversity, safeguarding and customer care.
16. Observe and comply with our Smoke Free Policy.
17. Provide support for other volunteers and staff as appropriate.

Person Specification

<u>Essential Criteria</u>	<u>Qualifications Required</u>
This role will suit people who:	
are reliable and committed to attend at times and dates that have been agreed	If, in the course of your volunteering with us, you have direct contact with children and vulnerable adults, a Disclosure and Barring Service (DBS) check may be required. If so, we can arrange this.
are friendly, enthusiastic, supportive, working as part of a team	
possess a high level of integrity and discretion	
are able and willing to receive and follow instructions	<u>Volunteering Arrangements</u>
are able to relate well to people including staff, clients and individuals from other organisations	For appointed volunteers, we will prepare a Volunteer Agreement outlining what you can expect under this arrangement.
are willing and able to attend training to refresh and develop their skills and knowledge.	Volunteering Agreements are not contracts of employment.
can accept our vision, aims and objectives and support UOB's Christian ethos (which you can view on our website)	UOB will ensure appropriate induction and training is provided.
<u>Desirable Criteria:</u>	During your volunteering, sensitive information may be disclosed to you in a confidential manner, which you may only share within the staff team.
possess good organisational skills and the ability to plan and prioritise	
are good at talking to people and listening to them.	
are able to use their initiative	

