

TASK DESCRIPTION

Role Title

Volunteer Driver / Crew

Appointment Type

This is a volunteering position, not a contract of employment

Volunteer Hours

Flexible shifts and driving rounds, according to availability

Lunch and Breaks

As appropriate to tasks being undertaken

Primary Purpose of Role

To collect, transport and deliver food and other household essentials to and from our Food Hub.
To support the movement of material and equipment for Urban Outreach projects and events.

Role Description (Main Duties and Responsibilities)

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

1. Collect donated food from supermarkets and transport to our 'Food Hub' which is located at the former Office Outlet retail warehouse at Trinity Retail Park, off Bradford Street BL2 1HY
2. Collect contents of grub-tubs from locations throughout Bolton and transport to the Food Hub.
3. Help deliver lunches during school holidays to schools, churches and community centres participating in the 'Bolton Lunches' project.
4. Maintain UOB food safety and infection control procedures at all times.
5. Collect 'harvest' donated food from participating churches and schools throughout Bolton, and transport to the Food Hub.
6. Collect food for the 'Christmas Dinner on Jesus' project as required.
7. Help support the delivery of food parcels to beneficiary households throughout Bolton.
8. Help load and transport food, furniture, materials and equipment between venues as and when required.
9. Collect and transport cardboard and other waste to recycling centres.
10. Provide information and signpost customers towards UOB staff for help and support as necessary.
11. During the course of your volunteering, you may be asked to support staff in maintaining basic customer records and driver records.
12. You will need to keep all customer information confidential to be shared only with UOB staff.

Other requirements of this role

13. Either have use of a suitable vehicle for your volunteering work, for which a vehicle use allowance is payable, and/or
14. Take responsibility for a Urban Outreach van for your volunteering duties, (drivers over the age of 25 only). Conduct visual checks on van (eg. tyre pressure, milometer, fuel etc), and keep clean and tidy.
15. Conduct your volunteering activities in accordance with our Risk Assessments (ie. moving and handling and driving).
16. Undertake appropriate training and development as necessary to meet all requirements of the role.
17. Investigate and deal promptly with complaints and queries from customers and partner organisations.
18. Conduct all tasks with full regard to all our policies, practices and procedures - with particular regard to confidentiality, health & safety, equality & diversity, safeguarding and customer care.
19. Observe and comply with our Smoke Free Policy.
20. 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 will be required. We can arrange this.
are friendly, enthusiastic, supportive and able to use their initiative	Unless you are asked to drive a UOB van, you will need to have use of a suitable vehicle for your volunteering with us. You will need a full UK driving licence together with suitable vehicle insurance.
possess a high level of integrity and discretion	If you are able and sufficiently experienced to drive an Urban Outreach van, you will need to be over 25 years of age and possess a full clean driving license with the necessary permissions.
are able and willing to receive and follow instructions - working as part of a team	<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.
are good at talking to people and listening to them	UOB will ensure appropriate induction and training is provided. You will also receive an ID badge.
possess good organisational skills and the ability to plan and prioritise	Driver volunteers can if they wish, claim an allowance to reimburse expenditure incurred in using their own vehicle and other essential out of pocket expenses.
can accept our vision, aims and objectives and support UOB's Christian ethos (which you can view on our website)	During your volunteering, sensitive information may be disclosed to you in a confidential manner, which you may only share within the staff team.