



VOLUNTEER ROLE DESCRIPTIONS

Community Food Hub Volunteer Role Description (2/2)

As part of the Wales Community Food Distribution pilot programme, community food hubs are a great way to connect people to where food comes from. The project facilitates volunteers to link with food producers and suppliers to have easy access to healthy and great value food.

TITLE

Community Food Hub Volunteer - Customer Assistant

PURPOSE

To facilitate the weekly food hub

SUGGESTED ACTIVITIES

On a weekly basis, you will:

- Receive delivery from the supplier and prepare the customer orders
- Open the food hub, serve customers and take their orders
- Tidy up, clean and close the hub.
- Support your Lead Volunteer with the weekly orders and admin duties

TIME SCALE

On a rota basis we hope you will be able to contribute at minimum of 3 hours per calendar month or for one hub session per month.

SITE/LOCATION

At your Community Food Hub



Community Food Hub Volunteer Role Description (2/2) Continued

SUPERVISION

Your Lead Volunteer is responsible for your supervision and is your main contact person. They will:

- Facilitate enquiries to the food hub
- Oversee the volunteer recruitment and rolling rota
- Oversee the promotion and marketing of the food hub in the community
- Liaise with venue, supplier(s) and the WCFD team
- Support you to comply with GDPR regulations
- Oversee the weekly finances

QUALITIES

All Food hub volunteers will require skills in communication and customer service and be polite and courteous at all times.

BENEFITS

There are many benefits to becoming a food hub volunteer, including:

- Volunteering in your local community
- Making new community connections
- Develop skills
- Training Opportunities
- Be part of a wider project and network with regional food hubs

You're also supplied with aprons and t-shirts to wear if you choose and there's no travel involved with the role.

RISKS

See risk assessment and relevant policies. See page 13 of the Induction Handbook.