



**WCFD**

DOSBARTHU BWYD CYMUNEDOL CYMRU  
WALES COMMUNITY FOOD DISTRIBUTION

# VOLUNTEER ROLE DESCRIPTIONS

## Community Food Hub Volunteer Role Description (1/2)

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 - Lead Volunteer**

### PURPOSE

To oversee the weekly food hub and supervise the volunteer team

### SUGGESTED ACTIVITIES

As the lead volunteer you 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
- Organise customer orders in compliance with GDPR
- Supervise the Customer Assistant Volunteers

You can ask the Customer Assistant Volunteers to carry out some of the above tasks such as responding to enquiries and liaising with the WCFD team.

### TIME SCALE

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

### SITE/LOCATION

At your Community Food Hub





## Community Food Hub Volunteer Role Description (1/2) Continued

### SUPERVISION

A member of the Community Food Hub Team is your Supervisor.

### QUALITIES

As Lead Volunteer you will need to be confident in overseeing the volunteer rota and in placing orders.

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.