

**Administration Coordinator - Volunteer Role Description**

**Responsible to:** Foodbank Manager

**Responsible for:** supporting the management team to further the charity

**Position type:** approximately 1 day per week (or equivalent thereof)

**Overall Responsibility:**  You will be responsible for working with the Foodbank Manager and other Coordinators to ensure the administration of the charity is kept up to date.

**Specific Responsibilities:**

Day to Day Administration

* First POC for telephone calls, face to face enquiries and ensuring action at appropriate level
* Policing of telephone message book
* Processing mail ensuring action
* Enter all required information from redeemed vouchers and warehouse stock forms onto the online data collection system on a weekly basis and maintain voucher count report
* Securely store vouchers and signed packing lists together in a locked filing cabinet
* Adhere to all Data Protection Act requirements

Charity Administration

* Taking team and trustee meeting minutes and subsequent circulation and follow up
* Policing computer and hard copy filing systems

Project Administration

* Actioning emails for ‘admin’ and ‘enquiries’ and guard emails during annual leave
* Organise the collation and distribution of information such as flyers, posters etc for schools and other people as required
* Follow all policies and procedures including safeguarding policy and confidentially agreement

Maintenance

* Monthly stationery ordering

**Skills/Qualifications:**

* Passionate about the vision and aims of Hull Foodbank
* A Christian and active member of a local church
* Flexible
* Well organised
* Excellent communication skills – both written and oral
* Strong keyboard skills
* Interpersonal – get on well with people
* Ability to work unsupervised
* Honest and trustworthy
* Value all people who come into contact with Hull Foodbank