
Volunteer Manager - Job Description

Position	Volunteer Manager
Reporting to:	Head of Operations and Relationships
Direct Reports:	None
Location:	Avondale Food Hub
Hours:	Full-time, 40 hours per week (Generally Monday-Friday, with flexibility for early mornings/evenings/weekends)

Role Purpose

- Manage, coordinate, and develop volunteers and community programmes according to Fair Food values.
- Re-purpose rescued food into healthy, nutritious meals and meal kits with our volunteers and;
- Educate our communities on budget cooking, making food go further and minimising waste.

Key Accountabilities

Volunteer Recruitment & Management

- Lead all aspects of the volunteer experience in the kitchen, at the sorting tables, and with the community.
- Coordinate the recruitment, training, and retention of new volunteers.
- Recruit and develop the team volunteer experience for schools, community organisations, and employer groups.
- Adjust the volunteer experience to be inclusive for people with mental or physical disabilities.
- Create and maintain up-to-date volunteer materials and ensure all administrative tasks for programmes are completed.
- Induct new volunteers and ensure they are sufficiently trained and supported in their assigned roles. Motivate, support, engage and celebrate volunteers, ensuring a caring, positive environment. Follow-up when issues arise.
- Organise set up or clean up needs in the warehouse and kitchen.
- Support the Fair Food team as and when required during critical operational deadlines.

Kitchen programmes

- Lead the day-to-day operations of the Fair Food kitchen, including staff and volunteers to rescue and package 'fit-to-cook' food for distribution into the community;
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- Instruct volunteers and follow standard recipes based on common rescued foods to share with recipients;
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- Oversee ordering for the kitchen in conjunction with the Operations team;
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- Ensure all staff, volunteers and visitors are correctly inducted into the kitchen space, including all food preparation and cooking equipment;
- Develop and implement the kitchen maintenance and cleaning schedule in conjunction with the Operations team;
- Ensure best-practice hygiene and food safety standards are being met at all times and that applicable policies are in place (and are reviewed regularly);
- Monitor and report on key kitchen performance indicators to track the success of each initiative;

Community engagement

- Grow Fair Food's reputation and reach. Organise and represent Fair Food at various events, including public speaking, activities with charity partners, and trainings.
- Work with the GM, other staff and external stakeholders to support the promotion of externally-led fundraising and partnership initiatives.
- Draft professional communications for volunteers and members of the Fair Food community. Ensure a consistent look, style, and feel for communications.
- Develop relationships with the hospitality industry, schools, charitable organisations and other community bodies to partner with us.

Any other appropriate operational or administrative tasks as required by the Ngā Kaihautū or Fair Food Board of Trustees.

Health & Safety Considerations

<ul style="list-style-type: none">● Electrical hazards – Kitchen equipment, power outlets, etc.● Psychological hazards – high pressured situations/conflict● Ability to lift up to 15 kg throughout a shift	<ul style="list-style-type: none">● Slips, Trips & falls● Burns – Hot surfaces (ovens, etc.)● Moving vehicles (e.g. deliveries)● Any personal requirements (e.g., medical conditions)
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*All health and safety aspects are discussed further in the company's Health & Safety Policy as well as in industry best-practice standards.

Key Relationships

Internal	External
<ul style="list-style-type: none"> • Employees • Board members • Volunteers 	<ul style="list-style-type: none"> • Wider community stakeholders: schools & businesses (corporates, charities, community groups, aged care facilities and not for profit organisations that work with disadvantaged people and others who share Fair Food's vision). • Government regulating agencies (e.g., food standards) and donors • Contractors

Experience & Qualifications

Essential
<ul style="list-style-type: none"> • 3-5 years of experience developing and leading education or community programmes, including overseeing volunteers • Basic knowledge of food handling and kitchen operating requirements • Understanding of West Auckland's local community, organisations and agencies • Passion for zero waste practices and food waste's impact on climate • Experience working with iwi, marae, and Māori whānau and communities • Experience working in a busy and varied role, where workload had to be prioritised with agility and flexibility • Ability to pass a Police Check (for requirements of Children's Act 2014) • Full New Zealand Driver License
Desired
<ul style="list-style-type: none"> • An understanding of charities and working in a community services organisation serving low-income people • Experience leading programmes for people with disabilities or those in formal rehabilitation programmes • Fundraising or event production experience • Content creation experience for online channels • Relevant certification or degree in education, behaviour change psychology, or a related field.

Personal Skills and Qualities

We are looking for a **creative, curious** and **committed** individual who can **engage others** from diverse backgrounds and be a true **ambassador** for Fair Food. This individual will have **exceptional communication and interpersonal skills** and will be **passionate** about using their skills to help Fair Food further our mission of connecting communities and feeding people, not landfill.

Management of People: Recruit, support, motivate, develop and celebrate volunteers.

Management within programmes: Develop, support and manage systems, resources and policies and handle monitoring and evaluation of programmes. Proven ability to organise resources and adhere to policies and procedures.

Self-management skills: Plans, sets targets, takes responsibility to make things happen, and regularly reviews progress. Ability to work independently, allocate time efficiently and prioritise tasks and collaborate. Show initiative and problem solve.

Innovation: Proactively generates new and creative ideas to improve the volunteer and donor experiences. Identifies new opportunities and accepts new challenges.

Communication: Proven and astute communication and presentation skills with a wide range of people, both orally and in writing.

Teamwork: Displays a genuine intention to work collaboratively with others in a team setting in order to achieve results. Actively encourages others and provides resources and support where necessary.

Relationship Building: Builds and maintains positive relationships and networks useful to achieving the organisation's objectives. These groups include but are not limited to volunteers, businesses, charities, and non-profit organisations working with disadvantaged people.

Cultural diversity: Culturally inclusive communications with people from diverse cultural and social backgrounds, world-views, and experiences. This includes understanding of Te Tiriti o Waitangi and respect for Te Ao Māori approaches and tikanga.

Computer literacy: Is competent with word processing, spreadsheets and use of online systems and software.

Position Description Approval and Acceptance:

Position Holder

Name _____

Signature _____

Date _____

Fair Food Representative

Name _____

Signature _____

Date _____