

Volunteer Role Profile



Volunteer Role	Assemble Lead Volunteer
Volunteer Manager	Volunteer Manager
Where you will be based	Community

Why we want you

This role supports our food bank in administering Assemble, our online volunteer management system (VMS). Assemble allows us to maintain volunteer records and engage with volunteers to support the management of tasks, events, and rotas. You will help us use Assemble at our food bank and will also support our volunteers with accessing and using the platform. Training will be provided to gain knowledge and understanding of Assemble.

What you will be doing

- championing Assemble, answering system queries and providing support and guidance for volunteers using the system
- maintaining volunteer records, in line with data protection principles
- supporting volunteers to complete their mandatory online training
- managing communications sent via Assemble
- creating volunteer recruitment opportunities and managing applications.

The skills you need

- strong IT systems skills and the ability to learn systems
- the ability to provide guidance and to tailor communications to users with different levels of systems experience
- be organised, and have the ability to complete tasks accurately and independently with good attention to detail
- understanding the need for confidentiality, data protection, and the ability to adhere to our volunteer policies and guidelines
- the ability to listen and engage with people from a diverse range of backgrounds and experiences, demonstrating respect and courteousness in all interactions.

What's in it for you

- having an enjoyable experience whilst volunteering with us
- providing an essential and much-needed service at our food bank
- making a difference for people in the local community
- meeting new people and being part of a motivated team
- learning new skills and utilising your existing skills to make a difference
- challenging yourself to try something different, learn, and develop.