

Volunteer Role Profile



Volunteer Role	Customer Service Volunteer
Volunteer Manager	Network Services Coordinator
Where you will be based	Home

Why we want you

As Network Services we aim to be a support, knowledge, and resource hub for the food bank network and the public. The Customer Service Volunteer is a vital role in supporting our dynamic Network Services team to provide information and support to those in need of emergency food across the UK, as well as people wishing to donate, referral agencies, volunteers, and much more.

If you would like to join our passionate customer service team who are dedicated to supporting people in hardship and meeting our vision of ending the need for food banks in the UK, then we want to hear from you.

What you will be doing

- answering phone calls and responding to email enquiries from the public, people needing emergency food support, donors, and referral agencies
- advising people needing emergency food support on how they can get help, direct them to their local food bank, and explain how the voucher system works
- keeping an accurate record of calls and emails to be reported back to the Network Services Manager
- opportunities to be involved in project work

The skills you need

- excellent customer service skills and a commitment and understanding of equality, diversity, and inclusion showing empathy, respect, and dignity to the public
- excellent listening, verbal, and written communication skills with excellent attention to detail
- comfortable using a laptop and familiar with Microsoft Office
- clear understanding of the need to maintain confidentiality, safeguarding protocol, and data protection
- passionate about the work of Trussell and aligned with our values
- ability to commitment and understand our Trussell volunteer policies and processes

What's in it for you

- have an enjoyable experience whilst volunteering with us

- utilising your existing skills and learning new skills
- meet new people (remotely via video calls) who share your passion to end the need for food banks in the UK
- make a real difference to people needing emergency food support
- enhance or learn new skills

Disclaimer

You need to be 18 years and older to apply for this role.

You will be given all the required training and support before starting your role. The role will be home based, and you will be provided with a laptop and other necessary equipment e.g. headset, mouse, keyboard if required. We will provide you with an Office 365 login.