

Volunteer Role Description: Food Delivery Assistant

About FareShare London

FareShare London redistributes surplus food to charities and community groups across the capital, who turn it into meals for vulnerable people. We call these charities and community groups our Community Food Members. FareShare London is one of twenty FareShare Regional Centres across the UK. We operate a warehouse in Deptford, South East London, where we sort and store surplus food and then deliver it on our vans to Community Food Members across London.

Purpose of task

- To assist the Driver with the safe deliveries of food to our Community Food Members, including navigation support, unloading and handling food and ensuring compliance with food safety legislation.

Shift times and duration

- Up to 7 hours per shift, dependent on van route.
- We would like volunteers to commit to at least one of these shifts per week.
- We offer a one month trial to ensure the role works for both parties

Day	Early	Mid	Afternoon
Monday	08:30 - 15:30	09:00 - 16:00	09:30 - 17:00
Tuesday	08:30 - 15:30	09:00 - 16:00	09:30 - 17:00
Wednesday	08:30 - 15:30	09:00 - 16:00	09:30 - 17:00
Thursday	08:30 - 15:30	09:00 - 16:00	09:30 - 17:00
Friday	08:30 - 15:30	09:00 - 16:00	09:30 - 17:00

Responsible to

- You will be managed by the FareShare London Shift Coordinator or London Operations Manager.

Training

- Training will be offered in all aspects of the role including basics of food hygiene, manual handling and health and safety.

Main Responsibilities

- To assist with the safe navigation of FareShare vans using Sat Nav devices or paper maps as required during the delivery and collection of food. This includes assisting

where required with reversing and manoeuvring the vans.

- To take shared responsibility for the safety and maintenance of the van during the shift. This includes reporting any incidents or accidents to self or others and any damage caused to the vans.
- To take responsibility for the mobile phone on the van. Act as a point of contact between FareShare London and the van, as well as the Community Food Member and the van to ensure the van is always contactable during the shift. Ensure the mobile phone has sufficient credit to be used during the shift.
- If necessary, make calls to Community Food Members or suppliers to update on van progress.
- To be responsible for ensuring that delivery and collection notes are signed and handed to the right people. To take shared responsibility to ensure all relevant paperwork is completed and handed over to the Shift Coordinator before leaving the shift.
- To assist with other shift duties, including planning routes, picking orders, sorting food, loading and unloading vans.
- To undertake basic training in food hygiene, manual handling and health and safety.
- To assist with the upkeep of the vans and Regional Centre, including assisting in carrying out a regular cleaning schedule.
- To carry out any other duties that may reasonably be required in support of the main purpose of the role.

Skills and Experience

- Able to follow procedures and work in a team as well as on own initiative and under pressure.
- To adhere to food safety legislation a good standard of personal hygiene will be expected at all times.
- A good telephone manner.
- Good map reading skills and/or ability to use a Sat Nav system. A reasonable knowledge of central London is desirable.
- The ability to perform physical tasks including lifting and loading is desirable.
- Basic numeracy and literacy skills are essential to this role.

Benefits to volunteers

- Training relevant to the role, including option for accredited Food Safety and Hygiene Level 2.
- Gain experience in the food industry, warehousing and customer service.
- A work reference for those who have satisfactorily committed to at least 3 months.
- Invitations to FareShare events and regular updates on organisations activities.