



Guest Outreach Coordinator

About the role

As Guest Outreach Coordinator you'll help to grow your Project's networks within the local community, spreading the word to new guests about your Project's meals and making sure that existing guests have the best experience possible. This role is a great way to gain experience in community outreach and promoting the work of a volunteer-led Project.

Responsibilities may include:

- Speaking to new guests at sessions to welcome them and provide further information about your Project and/or other services available in your local area.
- Monitoring guest numbers and working alongside the Communications Project Leader to help boost these if necessary (e.g. by contacting local community groups, posting on social media, etc.).
- Helping the Communications Project Leader to identify and implement the most effective way(s) of engaging and communicating with your Project's guests.
- Gathering guest feedback via recommended mediums/online platforms, to help understand what the Project is doing well and what it could improve on, to make the guest experience even better.
- Representing FoodCycle at external events, to let other local organisations know about the great work that your Project does and to help grow its reputation.

You don't need to have any previous experience with community outreach – you just need to love food and people!

About FoodCycle

Week in, week out we nourish the hungry and lonely in our communities with delicious meals and great conversation, using food which would otherwise go to waste.

FoodCycle aims to:

- Connect communities
- Support mental health and wellbeing
- Nourish the hungry
- Promote sustainability
- Inspire change

A FoodCycle Project is where the magic happens. Each Project is run on the ground by a team of lead volunteers called Project Leaders, who ensure the smooth running of their FoodCycle Project. Project Leaders are passionate, committed and want to make a positive change within their community. They take ownership and make decisions about the day-to-day running of their Project.

Skills you'll learn

- ✓ **Relationship building:** you'll build lasting relationships with your Project's guests, ensuring they have a great experience and come back each week.
- ✓ **Communication and collaboration:** you'll work alongside the Communications Project Leader to identify and implement the most effective way(s) of engaging and communicating with your Project's guests.
- ✓ **Providing information:** you'll lead on promoting your Project to potential new guests, including circulating FoodCycle outreach materials to other local organisations.
- ✓ **Researching information:** you'll find information on other services available in your local area and ensure that this is available to guests in a range of formats and is regularly updated.
- ✓ **Networking and public speaking:** there will be opportunities for you to represent FoodCycle at external local events, to let other local organisations know about the great work your Project does.

What to expect from FoodCycle

- ✓ Regular visits, support, and advice from your local FoodCycle staff team.
- ✓ Expenses covered in line with our volunteer policy.
- ✓ A variety of training opportunities provided throughout the year, including first aid.
- ✓ An annual conference to help share knowledge and experience with other volunteers on a national level.
- ✓ The opportunity to take on additional tasks/responsibilities within your Project Leader team.
- ✓ Impressive skills to add to your CV and a reference if/when you need it.
- ✓ The opportunity to meet a large network of like-minded people.
- ✓ A fun, creative volunteer experience with ownership over a community-led Project.

What's expected from me

We hope that Project Leaders stay with us for a minimum of 6 months, to enable them to get the most out of the role. As Volunteer Coordinator, you will be expected to:

- ✓ Volunteer at your local Project on a regular basis.
- ✓ Attend regular meetings with your Project Leader team to discuss how things are going at your Project.
- ✓ Follow all FoodCycle policies and procedures, including reporting any accidents and incidents.
- ✓ Complete safeguarding training and an enhanced DBS check (required for all roles involving 'regulated activity').
- ✓ Recognise, respond to, and report any safeguarding issues or concerns. *Note: you must not be barred from working with children and adults who may be vulnerable and at risk of abuse or neglect.*

Time commitment

The suggested minimum time commitment for this role is 8 hours a month.

To apply

Visit <https://volunteer.foodcycle.org.uk/projectleader> to complete a Project Leader application form.

Safeguarding statement

"Safeguarding is everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment."