

## Job Description

Job Title: Volunteer Manager  
Reporting To: Head of People & Volunteering  
Salary: £24,000-£27,000 per annum  
Contract type: Permanent  
Location: Park Royal or Enfield, with regular travel to other sites



## About The Felix Project

The Felix Project is London's biggest food redistribution charity and the largest end-to-end food redistribution charity in Europe.

Our vision is a London where no one goes hungry and good food is never wasted.

We rescue surplus food from businesses, supermarkets, restaurants and farms. This food is nutritious, in-date, and safe and includes a high proportion of fresh vegetables, fruit, meat and fish. If we did not rescue this food, it would be at risk of going to waste. Instead, we deliver it free of charge to London charities, schools, food banks, COVID food hubs and other organisations serving people in need. Our food is a vital lifeline for children and families, people on low incomes, people who have lost their jobs, the homeless, refugees, domestic abuse survivors, the elderly and keyworkers.

We are a very ambitious and dynamic young charity and we haven't stopped growing since we were founded in 2016 in memory of Felix Byam Shaw, by his father, entrepreneur Justin Byam Shaw. We recently ran a very high-profile media campaign with the Evening Standard and Independent, raising £10million to feed London. We have celebrity endorsement from Reece James, Phoebe Waller-Bridge and Jack Whitehall, Stephen Fry, James May and many others.

Last year we delivered enough food for 21.1 million meals to help people in need. We have continuing major growth plans for the next 4 years, with a target of delivering enough food for 100 million meals by 2024. Because nearly all the food we receive is donated by the food industry and volunteers, every £1 of expenditure redistributes £10 worth of food.

## Purpose of the Job

Volunteers play a central role in every aspect of The Felix Project's work, and we work hard to build a happy and positive environment for all our volunteers. The Volunteer Manager position is therefore a key role at The Felix Project, supporting our volunteers across our well established sites in West London (Park Royal), North London (Enfield), and Central London.

You will be accountable for recruiting and inducting new volunteers to the operations you are responsible for, and with supporting teams to create a highly positive volunteering experience and implement a quality volunteer journey. The ability to manage data and analyse and report on volunteering metrics is also a key requirement of this role.

## Duties and Accountabilities

- Responsible for recruiting, training and motivating volunteers in Park Royal, Enfield, and Central London
- Administrative tasks, including managing the volunteer databases (Better Impact, Dynamics Marketing) and becoming a 'super user' on key volunteer management systems
- Produce regular reports and metrics on volunteering, for our trustees, volunteers, and other key stakeholders
- Lead on our corporate volunteering programme
- Alongside other Volunteer Managers, develop and deliver volunteer recruitment campaigns
- Develop and support volunteer events for recruitment and recognition
- Support on communications to volunteers
- Deliver volunteer inductions and training
- Handling individual volunteer queries and issues
- Liaise with external organisations to recruit volunteers, and network with local volunteer centres
- Acting as a local ambassador for The Felix Project
- Alongside other Volunteer Managers, development and implementation of all volunteering policies and procedures

## Person Specification

The Felix Project recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from candidates from diverse backgrounds.

We particularly welcome applications from those of a black and minority ethnic (BAME) background, as BAME people are currently under-represented within The Felix Project.

You will love working with a wide variety of people and be able to quickly build strong and positive relationships in a volunteer-centric organisation. You are highly organised, data and IT savvy, and efficient with your time, and you are used to prioritising and making a difference wherever you go. You have a passion to be in a charity that is expanding rapidly and thrive in a busy environment. You will have a desire to help reduce food waste and/or fight food poverty.

### Essential skills, knowledge, and experience relevant to this role

- Experience of working with volunteers and/or volunteering
- Experience of recording data, reporting, monitoring and evaluation processes and maintaining databases including the production of accurate and timely reports
- Evidence of providing appropriate support and supervision to volunteers
- Project management experience, including setting and meeting clear targets and outcomes and working with colleagues to achieve outcomes
- Strong interpersonal, networking and facilitation skills
- Proven track record in improving and embedding processes and procedures
- Ability to work with a diverse range of people
- Digital savvy, with a track record of learning new systems quickly
- Problem solving skills

### Desirable skills, knowledge, and experience relevant to this role

- Experience volunteering with The Felix Project
- Experience using volunteer management software such as Better Impact
- Strong data analysis skills
- Committed to reducing food waste and fighting food poverty
- Ability to work occasional evenings and weekends, as required

## What you'll get in return

You will be working in an upbeat, innovative charity with strong vision, ambition and a fantastic culture and leadership team. This role can be based in either Park Royal (W3 0RU) or Enfield (EN1 1SH), but you will be asked to travel regularly to the other site, and you will occasionally be required to work in our other locations in Poplar and Deptford. The salary is £24,000-£27,000 per annum (dependant on experience), 25 days annual leave + bank holidays.

Contract Type: Permanent  
Hours: 37.5 hours per week.

## Application procedure

Please send your CV with a covering letter demonstrating your suitability for the role to [recruitment@thefelixproject.org](mailto:recruitment@thefelixproject.org) with 'Volunteer Manager'.

## Recruitment timeline

Applications close: Friday 25<sup>th</sup> June  
First interviews: Week beginning 5<sup>th</sup> July  
(if applicable) Second interviews: Week beginning 12<sup>th</sup> July  
Start date: Late August/early September