



## ***Deputy volunteer manager position***

### **Overview of position**

This role involves contributing to the smooth running of the Baby Bank, managing volunteers and their tasks, being the main point of contact for families. The deputy manager will help to provide a warm, caring and safe environment for families and volunteers and ensure there is great quality stock to meet the needs of families. The deputy needs to be able to lead one session per week.

*Position is at Cinch Self Storage Arkwright Rd on Wednesday 9-11.30am and Friday 11.30-2.30pm*

### **Key tasks**

- Open up the unit, pull out racks, put all made up referrals into the corridor with sticky labels with the family name above to clearly show which referral belongs to which family.
- Open laptop and look for new referrals, take the information from the spreadsheet and transfer to the pad for volunteers to make up the referrals. Check all emails.
- Greet volunteers and give roles for the session e.g sorting and putting away donations, making up referrals, etc
- Be the lead person on the “shop-floor” for visiting families. Make sure the site is tidy and welcoming and that families feel they’re having a caring and professional experience.
- Handle any safeguarding issues, call 999 in an event of an incident
- Responsible for ensuring volunteer sessions are professional, productive and fun and volunteers are appropriately thanked for their time
- Be responsible for emailing each family or professional to arrange collection
- Identify any new opportunities for sourcing and managing donations
- Be the lead contact with the fundraising team for any upcoming events
- Ensure referrals are packed and prepared to meet the needs of the family based on available stock
- Answer any emails or social media messages
- Overall responsibility for checking incoming stock and outgoing bundles

Bicester Baby Bank & Surrounding Villages  
Cinch Storage, 1 Arkwright Road, Bicester, OX26 4SU 07789318563



[info@bicesterbabybank.org.uk](mailto:info@bicesterbabybank.org.uk)

**Registered charity number 1185987**



- Ensure all equipment donated meets our safety standards
  - Be responsible for all aspects of health and safety within the unit
  - Manage deliveries from the Food Bank and the Hygiene Bank
  - Manage all waste and “rag” appropriately
  - Ensure closing of the unit, put away racks and any referral packages that are still left
  - Help at any community events, help to organise volunteers and plan appropriately. Occasionally talk at social events
- Key Skills and Experience
    - Excellent time management and prioritisation.
    - The ability to deal with a multitude of tasks and a range of priorities
    - Problem solving skills
    - Good IT skills with a knowledge of Google Drive
    - Excellent communication skills with the ability to communicate with people in various contexts
    - The ability to communicate effectively and sympathetically with a wide range of people, including service users and volunteers
    - A commitment to our values of compassion connecting people and community as well as a passion for supporting families living in poverty
- Special Conditions
    - Able and willing to work two sessions a week one taking the lead and one working with lead
    - Willingness to undergo a DBS and other training
    - Experience of working with families in need, managing teams or working with children would be desirable but not essential

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