

Volunteer Role Description

Springfield Community Larder Team Volunteer

Role title: Springfield Community Larder Team Volunteer

Location: Springfield Community Larder, Springfield

Reporting to: CPCC Officers (Community Officer, Deputy Clerk, Clerk or nominated CPCC staff member)

Type of role: Volunteer role. This is not a paid employment role and does not create an employment contract.

Purpose of the role

Springfield Community Larder supports local members to access their weekly food membership in a safe, fair and welcoming way. Volunteers play an important part in helping the Larder run smoothly by welcoming members, supporting the agreed member flow, helping with food display and distribution, and working alongside CPCC staff to create a calm and respectful environment.

Main tasks

- At the start of your volunteering session, attend a volunteers briefing from the Community Larder lead officer or nominated staff member.
- Welcome Larder Members in a friendly, respectful and non-judgemental way.
- Help create a calm, organised and inclusive environment during Larder sessions.
- Follow the agreed system for member entry, item limits, point allocation and member flow.
- Assist with setting out, replenishing and tidying food stock as directed by staff.
- Support tasks involving the safe movement of stock, which may include lifting, carrying, unpacking, moving and storing food items or crates, within individual capability and in line with guidance provided.
- Take part in different Larder tasks as allocated by staff, which may be arranged on a rotational basis.
- Handle food safely and only in line with food hygiene guidance, training and staff instructions.
- Support members to understand the weekly process, available items and any limits, while treating everyone fairly.
- Make staff aware if a member appears to need additional support or reasonable adjustments.
- Escalate any concerns, complaints, safeguarding issues or difficult situations to a staff member rather than trying to resolve them alone.
- Respect confidentiality and avoid discussing members' personal circumstances with others.
- Help with clearing down at the end of the session, including tidying surfaces and preparing the space for cleaning.

What we are looking for

- A friendly, patient and respectful approach.
- Reliability and willingness to work as part of a team.
- Ability to follow agreed procedures and staff instructions.
- Awareness of the importance of dignity, fairness, confidentiality and safeguarding.
- Confidence to ask for help or escalate concerns when needed.
- A practical approach to setting up, tidying and supporting a busy community session.
- Willingness and ability to assist with manual handling tasks involving the safe movement of stock, within personal capability and with appropriate guidance.
- Willingness to complete induction and any relevant training, including food safety, allergens, safeguarding and health and safety guidance.

Support and training provided

- Volunteer Induction providing information about the purpose of the Larder, member dignity, confidentiality, safeguarding and emergency procedures.
- Guidance on food safety, allergens, stock handling and chilled or frozen food arrangements.
- Ongoing support and supervision from CPCC staff during sessions.
- Refresher briefings when procedures change or when additional guidance is needed.

Role boundaries

- Volunteers should not make decisions about membership, access, payments, complaints or disputes.
- Volunteers should not reserve stock for themselves or others.
- Volunteers should not discuss members' personal circumstances with other members, volunteers or people outside the Larder.
- Volunteers should not deal with aggressive, discriminatory, threatening or unsafe behaviour.
- Volunteers should only carry out tasks they feel confident and able to do.
- Volunteers should not speak or act on behalf of the Larder by making comments on social media or other channels.

Time commitment

Springfield Community Larder operates every Wednesday afternoon & evening.

Volunteers should be available every week for at least 1.5 hours between 1:45pm and 7:30pm.

Volunteers will not be expected to cover the whole session; individual time slots will be allocated to each volunteer. Specific availability can be discussed with the Community Officer.