



## **Role Description Survey Assistant**

### **About FareShare**

FareShare is a national charity fighting food poverty by tackling food waste. We source food from food retailers and manufacturers, that is surplus to requirements and engage many volunteers to help re-distribute this to local Community Food Members (CFMs), that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, or recovering from addictions). FareShare now operates 20 regional centres around the UK in partnership with various partners, including EMERGE.

FareShare Greater Manchester has been run by EMERGE 3Rs since 2008. EMERGE is a charity that has been active in the 3Rs (reduce, reuse and recycle) since 1996. From our regional centre based on New Smithfield Market we redistribute food to over 200 CFMs.

You would be joining a committed team of paid staff and volunteers working hard to increase the amount of food we can receive and send out to our member organisations.

### **Key Tasks**

- Making telephone calls to Community Food Members
- Reading the questions and clarifying queries
- Recording responses
- Transferring information to the Membership Team

### **Reports to**

The FareShare Membership Co-ordinator

### **Location**

FareShare Regional Centre, Units E1- E8 New Smithfield Market, Openshaw, Manchester, M11 2WJ.

### **Hours**

A commitment to a minimum of 4 hours within the office opening hours of 9:00am – 4:30pm Monday to Friday.

## Requirements

- An excellent telephone manner with confidence to speak clearly to our customers
- Good computer skills
- Good listening skills
- Ability to work both independently and with others
- Commitment to regular attendance
- Friendly and patient manner

## Training

A full induction on FareShare and EMERGE the organisation will be given. Full training about the role and tasks will be given. The role offers opportunities for continued training in skills that are relevant to many working environments. There is ongoing support and supervision.

## What you will gain from the volunteer role

- Skills and experience in office administration
- Experience of working in a team
- Improved problem solving skills
- Knowledge of charity work relating to food poverty
- The satisfaction of knowing you are making a vital difference to the work of FareShare.
- Employability support
- A reference

## Expenses

Expenses for travelling to and from FareShare will be reimbursed up to £5.60 per day using public transport. Lunch expenses will be reimbursed up to £3.00 for those volunteering for 4 hours or more per day. Tickets and receipts are required.

## How to apply:

To get a registration form please contact

**EMERGE Volunteer & Employability Programmes Manager**

**Units E1-7, New Smithfield Market**

**Whitworth Street East**

**Openshaw**

**Manchester**

**M11 2WJ**

**Tel: 0161 223 8200 ext 110**

**Email: [volunteering@emergemanchester.co.uk](mailto:volunteering@emergemanchester.co.uk)**



**FareShare is part of  
EMERGE 3 Rs**