POSITION DESCRIPTION

Volunteer Coordinator

Responsible To: Satisfy General Manager (Operations)

Background: Satisfy Food Rescue is a registered Charity established to gather unwanted but edible food in North Canterbury to benefit people in need in the region.

Position Purpose

To manage and enhance Satisfy's volunteer team including by:

- Building strong relationships with volunteers and employees and fostering a positive, enjoyable volunteering culture.
- Growing volunteering opportunities.
- Coordinating volunteers across the warehouse, food collections, Second Harvest activities and corporate volunteering events.
- Managing volunteer numbers, induction, and training and maintaining associated records with the appropriate systems.

Relationships:

INTERNAL

- Existing Volunteers
- Satisfy Senior Leadership Team General Manager (Development), General Manager (Operations), Service Delivery Manager (Internal), Service Delivery Manager (External), Funding and Communications.
- Food Recovery Specialists
- Warehouse Supervisors

EXTERNAL

- Potential new volunteers
- Community networking stakeholders

Report Directly To: Satisfy General Manager (Operations)

Direct Reports: None

Hours of Work: 30 hours per week with some flexible working requirements.

Location: Satisfy premises and any other locations as and when required

General Conditions: The general terms and conditions of employment for staff at Satisfy will apply:

- participate fully as an employee of Satisfy
- deliver services according to the professional standards and expectations of Satisfy.

Appendices A: Ideal Appointee Specification

Key Accountabilities:	Tasks
Volunteer Management	● Coordinate existing, new and potential Satisfy volunteers including onboarding and training, managing volunteer numbers, maintaining volunteer rosters and records, and regular formal and informal communication with volunteers. ● Support the delivery of a volunteering experience that meets the Satisfy volunteering culture. ● Develop and maintain volunteering for Second Harvest activities and corporate volunteering events. ● Connect regularly with all of Satisfy's volunteers to ensure that their volunteering experience meets their expectations. ● Actively seek feedback from volunteers on a regular basis and communicate relevant information to the wider team, including working with the General Manager (Operations) to resolve any volunteer disputes/complaints. ● Communicate effectively with Warehouse Supervisors and Food Recovery teams to ensure they are well connected to expected volunteer levels on any given day. ● Identify and collect positive stories and images of volunteering for the wider team to use ie. funding applications/social media etc. ● Proactively seek new avenues to attract relevant volunteers to Satisfy and develop new volunteering opportunities ● Communication with potential new volunteers to assess suitability for roles, including undertaking reference checks.
Administration	● Update and keep current volunteer rosters and documentation and distribute as necessary ● Coordinate with the Satisfy Senior Leadership Team to ensure relevant and timely information is disseminated to volunteers. ● Maintain an accurate record of all volunteers' details in Satisfy's systems including meeting all obligations under the Privacy Act 2020. ● Maintain and help develop Satisfy's dedicated volunteer roster and training online platform so that it supports both volunteers and operations. ● Participate in regular Senior Leadership Team meetings ● Undertake and prepare a results summary for our annual Volunteer Survey. ● Coordinate with the Senior Leadership Team to support and attend volunteer events, including sourcing and distributing volunteer gifts and certificates. ● Complete any other reporting and administration tasks delegated by the General Manager (Operations)

Quality	● Record and administer the key tasks in accordance with Satisfy's processes and procedures ● Ensure that key tasks are provided in a timely and efficient manner.
Training	● Keep up to date with all relevant training opportunities ● Proactively connect and network with relevant stakeholder groups.
Relationship Management and Liaison	● Maintain good working relationships with volunteers, Satisfy employees and recipient organisations ● Liaise closely with all Satisfy employees and volunteers including Trustees where necessary ● Liaise efficiently with all of our internal and external partners.

Appendix A

IDEAL APPOINTEE SPECIFICATIONS

Volunteer Coordinator

The person appointed to this position will meet as many as possible of the following:

KEY COMPETENCIES

- Passionate about community, people and the environment
- Experience working with volunteers
- Strong organisational skills
- Experienced relationship builder with a demonstrated ability to work with and relate to people of all ages, backgrounds, ethnicities and abilities.
- A positive, confident and friendly personality
- Experience in collaborating with multiple stakeholders
- Strong computer literacy skills ie. Use of Google Suite and ability to adapt and learn new software and applications as and when required.
- Excellent verbal and written communication skills
- The ability to provide training and support to workers
- The ability to be flexible and work in different work environments
- The ability to work independently without regular supervision
- The ability to work effectively and positively within a team
- Physically fit (we are a small team and occasional bending and lifting is required at Satisfy when all hands on deck are required)

OTHER INFORMATION

- Clean, full drivers licence is required for this role
- A laptop will be provided

Health & Safety Commitment

Satisfy is committed to achieving the highest level of health and safety for its employees. All employees are expected to identify and report on, take responsibility for and resolve issues that may cause harm to themselves or others in the organisation. You are expected to work safely at all times, and to actively participate in health and safety programmes in your area. It is expected that you will report all accidents, incidents or potential hazards to the General Manager.

JD LAST UPDATED: November 2026

Employee: _____ **Date:** _____

Signature: _____

Manager: _____ **Date:** _____

Signature: _____