# foodbank communication volunteer

## Key Responsibilities

Reporting to the Horsham Matters Community Support Manager the Foodbank Communication Volunteer is responsible for communication across the foodbank, with referrers, the foodbank centres and donors.

## core duties

* Ensuring up to date records are kept of all foodbank voucher holders and donors
* Being a first contact for and maintaining regular communications with the foodbank referring agencies and donors
* Keeping referrers and donors up to date with foodbank developments and changes, through a quarterly newsletter or similar
* Maintaining a high profile for the foodbank with voucher holders
* Making sure lists of authorised signatories in the foodbank centres are up to date
* Collecting client stories in the foodbank centres for use with the media as appropriate
* Adhering to the Horsham Matters Code of Practice

## skills and experience

You must be able to interact in a friendly and effective manner with referral agencies, volunteers and clients both face to face and on the phone. You will be able to work methodically and to keep thorough and accurate records. Being familiar with and comfortable using a computer is essential.