

# NOURISHING COMMUNITIES WITH FOOD AND CONVERSATION



## Guest Support Leader

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### About the role

As a Guest Support Leader, you'll make sure that FoodCycle guests have the best possible experience, at both community meals and during Check-in and Chat calls. You'll lead on all elements of the guest experience, including signposting and providing information to guests about our Projects. This role is a great way to gain experience in community outreach, research and communications.

#### Responsibilities may include:

- Gathering and reviewing guest feedback (via recommended mediums/online platforms) to help understand what your Project is doing well and what it could improve, to make the guest experience even better.
- Researching other services available on a local and national level, and ensuring that up-to-date signposting information is available to guests in a range of formats.
- Offering our Project and Check-in and Chat guests information on further support they can access.
- Supporting Check-in and Chat volunteers and your local Project Leader team with signposting.
- Monitoring guest numbers and working alongside the Communications Project Leader to help boost these if necessary (e.g. by researching and contacting local community groups, posting on social media, etc.).
- Representing FoodCycle at external events and promoting your Project.

You don't need to have any previous experience – you just need to love finding out about your local area and motivating people!

### About FoodCycle

Week in, week out we nourish the hungry and lonely in our communities with delicious meals and great conversation, using food which would otherwise go to waste.

#### FoodCycle aims to:

- Connect communities
- Support mental health and wellbeing
- Nourish the hungry
- Promote sustainability
- Inspire change

A FoodCycle Project is where the magic happens. Each Project is run on the ground by a team of lead volunteers called Project Leaders, who ensure the smooth running of their FoodCycle Project. Project Leaders are passionate, committed and want to make a positive change within their community. They take ownership and make decisions about the day-to-day running of their Project.

### Skills you'll learn

- ✓ **Relationship building:** you'll build lasting relationships with your Project's guests.
- ✓ **Communication and collaboration:** you'll work alongside staff, volunteers and your Project Leader team to ensure guests are supported and informed.
- ✓ **Researching and providing information:** you'll find and offer guests information on further support, and lead on promoting your Project, e.g. by circulating outreach materials to other local organisations.

- ✓ **Networking and public speaking:** there will be opportunities for you to represent FoodCycle at external local events, to let other local organisations know about the great work your Project does.
- ✓ **Relationship building:** you'll be building lasting relationships with your guests and volunteers, ensuring they come back each week.

## What to expect from FoodCycle

- ✓ Regular support and advice from your FoodCycle staff team.
- ✓ Expenses covered in line with our volunteer policy.
- ✓ A variety of training opportunities provided throughout the year.
- ✓ Regional events where you can meet other volunteers, share ideas and discuss plans.
- ✓ The opportunity to take on additional tasks/responsibilities within your Project Leader team.
- ✓ Impressive skills to add to your CV and a reference if/when you need it.
- ✓ The opportunity to meet a large network of like-minded people.
- ✓ A fun, creative volunteer experience with ownership over a community-led Project.
- ✓ We are an [equal opportunity organisation](#) and welcome volunteers with diverse abilities.

## What's expected from me

We hope that Project Leaders stay with us for a minimum of 6 months, to enable them to get the most out of the role. As a Guest Support Leader, you will be expected to:

- ✓ Communicate in an understanding and empathetic way. Be proactive and dependable, with good organisation skills.
- ✓ Attend regular meetings to discuss as a team how things are going.
- ✓ Follow all FoodCycle policies and procedures, including reporting any accidents and incidents.
- ✓ Complete safeguarding and signposting training.
- ✓ Complete an enhanced DBS check (required for all roles involving 'regulated activity').
- ✓ Recognise, respond to, and report any safeguarding issues or concerns. *Note: you must not be barred from working with children and adults who may be vulnerable and at risk of abuse or neglect.*

## Time commitment

The suggested minimum time commitment for this role is 8 hours a month.

## To apply

Visit <https://volunteer.foodcycle.org.uk/projectleader> to complete a Project Leader application form.

## Safeguarding statement

Safeguarding is everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.

