

# Office and Operations roles



Office activities	Operations activities
Answer the phone	Direct activities in the food bank
Deal with the emails in the Referrals and Admin mailboxes	Monitor stock levels and liaise with procurement team
Greet visitors and handle their requirements	Organise packed parcels & despatch deliveries including adding frozen items as required
Add parcel and organisation requests to Salesforce and maintain whiteboard	Train new volunteers
Set up deliveries on Salesforce and whiteboard for the following day (pm)	Arrange shopping trips to Tesco Lymington as required
Mark deliveries as despatched on Salesforce	Provide guidance to volunteers
Set up Fuel Bank referrals on Salesforce	Support office volunteer when things get busy
Print delivery notes for drivers	Make sure people sign in and out
Print labels for packers	Organise moving of stock in and out of walk-in fridge
Contact clients as necessary about parcels and Fuel Bank referrals	Make sure there is sufficient stationery
Maintain the desk diary and notebook	Make sure that all areas of the food bank are tidy and organised
Make sure people sign out and return parking clocks	Empty the post box daily
<b>Activities to be shared between office and operations volunteers</b>	
Open up Close up Contact Kevin about the outside food waste bin when it needs emptying Deal with people arriving with donations Keep the office and cupboards tidy Make drinks for packers	Support other volunteers – pickers and packers, delivery drivers, office and operations Help in any other way possible when it is quiet Have fun and try and make sure others do too!