**FRIEND OF MUSTARD TREE**

**ROLE DESCRIPTION & PERSON SPECIFICATION**

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| **Role Title:** | Food Delivery Driver |
| **Responsible to:** | Activities and Volunteering Coordinator |
| **Volunteering hours:** | Minimum of 2 days per week Mon – Friday, 9:00am – 4:00pm |

**Could you help by volunteering as a Driver, delivering food parcels to individuals and families across Greater Manchester?**

Help facilitate the delivery and support the running of Mustard Tree’s emergency food parcel service.

**What you’ll be doing: Role Description**

* Driving a Mustard Tree van, delivering food parcels to individuals and families across Greater Manchester
* Loading and unloading the van, working within manual handling guidelines
* Working with the warehouse, delivery and helpdesk teams to co-ordinate deliveries
* Supporting the warehouse team with accepting donations
* Assisting with calls to clients awaiting food deliveries
* Liaising with staff and volunteers
* Attending team briefings

**General Volunteer Duties**

* Work within health and safety guidelines and Mustard Tree policies and procedures
* Embody Mustard Tree’s values and represent the charity as required

**What we’re looking for: Person Specification**

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| **Specification** | **Essential / Desirable** |
| You must have a clean driving licence and be over 25 years old with at least 3 years driving experience. This is for our insurance, meaning we can unfortunately only accept people who fit these criteria. | Essential |
| Enjoy working and building relationships with a range of people from different backgrounds. | Essential |
| Possess good customer service skills, adopting a kind, non-judgemental approach. | Essential |
| Have a flexible, can-do attitude, encouraging others to work towards our vision and within our values. | Essential |
| Good English language skills, both written and verbal. | Essential |
| Background in customer facing roles, retail or warehouse work. | Desirable |
| Experience in working with people who are vulnerable. |  |

**Contact Information**

If you are interested in this volunteer opportunity, please complete our [Friend Of MT Application Form](http://www.mustardtree.org.uk/wp-content/uploads/2018/05/Application-Form-Friend-Of-MT.doc) and send it to [harry.dwan@mustardtree.org.uk](mailto:harry.dwan@mustardtree.org.uk)