



Job role: Session Supervisor (HQ and Site B)

Family2Family collects donations of baby and children's clothing and essential items and redistributes them to families in need in East Sussex and surrounding areas.

Working in our small, but high impact charity, you will take on aspects of supporting our volunteer team, directing activities, and ensuring necessary tasks are completed within Family2Family volunteer sessions. This role will be across HQ and Site B - both located in Crowborough.

Your responsibilities will include working alongside our existing HQ (morning) Session Supervisor for effective handovers, sorting, and having bundles ready for collection. You will be the main contact for professionals and the general public to liaise with during the sessions. Whilst at Site B, you will oversee stock levels, and support volunteers to prepare clothing boxes for an exciting new initiative.

Primary tasks

- Provide excellent and appropriate communication, supervision, support and information to volunteers.
- Ensure volunteering best practice is followed and maintained.
- Work with Family2Family Manager to identify where and what volunteers are required by F2F and match opportunities within the sessions to potential volunteers.
- Create a sense of teamwork and belonging, communicating with and motivating volunteers within the sessions.
- Delegate tasks to volunteers within the sessions, making sure the service needs are met, as well as promoting individual preferences.
- Work with Manager and HQ Session Supervisor within the service to ensure families referred, or requesting clothing boxes, can be provided with appropriate and suitable items.
- Oversee the completion of bundles so they are ready for collection and presented in a way that meets the high standards expected by our beneficiaries.
- Liaise with professionals who collect bundles and the general public who donate, ensuring they are satisfied with the service and know that donations are appreciated.
- Carry out stock checks (Site B)
- Complete timely recording of items donated to families in need.

Hours of work:

£12.50 per/hour; 9.5 hours per week

2 Mornings per week at Site B: 9:30 - 12:30

1 afternoon at HQ: 12:30 - 16:00

Days of the week to be mutually agreed

This role should also cover annual leave of our HQ Session Supervisor (5 mornings a week)

Location:

The role is based across Family2Family HQ and Site B in Crowborough