** The Besom in Camberley…**

…is a Charity which acts as the bridge between those who want to give and those in need.   
All our services are free. We have seen that it is vital that anything we give is of the highest quality: if someone has no choice, they must have the best!”

The BESOM provides various packs:

* Food Packs / Kitchen Starter Packs / New Mum Packs / Bedding & Towel Packs
* Small Electrical (Kettle/Toaster etc.)

These are provided only on referral, by local Children Centres & Nurseries, Camberley Frontline, Citizens Advice, Churches in and around Camberley, Schools, Accent (Housing Association), Doctors & Health visitors, Family Support Workers, Mental Health Team etc.

(Registered Charity Number 1160548) The BESOM in Camberley was Constituted in 18\_02\_2015 but has been operating since 2009

**Role description for Volunteer Shift Lead**

**Role: To run the shift oversee the packing team, coordinate deliveries**

**Reporting to:** TheProject lead

**Person specification:**

* To be a person of integrity
* To be computer literate (Excel, Word, Email) & willing to use WhatsApp on a mobile device)
* To respect the confidential nature of the information in their possession
* To have a good telephone manner when contacting clients and referrers
* Able to manage a small team (up to 5 people)
* Willing to obtain “Level 2 Hygiene certificate”
* Sign our “Expectations of Behaviour” policy & Declaration of Suitability
* Be sympathetic to our Christian Ethos

**Key Roles and Responsibilities:**

**On allocated Shift**

* To unlock warehouse & get ready for the shift
* To uphold food safety standards and maintain/comply with processes (i.e. check Fridge & Freezer temps etc.)
* To print daily packing & drivers lists
* Telephone clients to make sure they are going to be home and check for any finer details about their parcels
* Respond to referrers with any questions regarding referrals (i.e. if information is missing)
* To update client changes into the referral system
* To allocated packing lists to team members
* Coordinate with drivers
* Allocate any additional tasks to team after packing completed (restocking shelves, decanting Sugar, Coffee etc.)
* Oversee the cleaning rota is complete
* Check for any stock that is running low
* Order additional Fruit & Veg, Meat etc. as required.
* To lock up warehouse at end of shift