



Role Description

Volunteer Role:	Project Assistant (Volunteer)
Location:	Liberty Hall, Clapton Commons, Hackney, E5 and occasionally from home
Supervised by:	A member of the Core team and/or the Volunteer Manager
Welfare support by:	Volunteer Manager, Made in Hackney

Purpose of Volunteer Role

To assist the Core team in key areas of running a community kitchen and cookery school that delivers healthy cooking classes and a community meal service.

This role would suit someone who's looking to start or change their career in the sustainable food/social enterprise sector, and/or looking to refresh their skills after a career break or a recent graduate.

Key Tasks

- **Managing event bookings:** Receiving phone calls and answering e mail enquiries from the general public and booking them onto cookery classes and events using Salesforce CRM
- **Assembling cookery class resources:** Liaising with cookery teachers, shopping for ingredients, sourcing equipment, editing and printing recipe handouts and other misc tasks
- **Processing feedback surveys:** Inputting class feedback using online surveys
- **Managing the newsletter mailing list:** Adding new subscribers to monthly newsletter
- **Kitchen and office:** Supervising laundry, tidying store room, cleaning fridges and surfaces, replenishing stationary, emptying compost, and other misc tasks
- **Promotion and social media:** Promoting classes and events to wider audiences through social media (facebook and twitter) and other marketing methods
- **Kitchen Tours:** Giving guided tours of the kitchen to potential kitchen hire clients
- **Special Projects** as per specific interest/skill set – eg. assisting with coordination of fundraising events, social media campaigns, researching new clients etc (these will be extra hours and need to happen outside your allocated volunteer day)
- **Assisting during a class** – supporting cookery teachers during a class (these opportunities will be extra hours outside of the standard volunteering day. See 'class host' role description on our website for more details.)

Please note: some tasks will be repetitive and need to be completed each week (eg. answering emails from the general public and inputting survey data etc).

You are not expected to be an expert in all of these areas listed above, but an enthusiasm for local and sustainable food, improving the health and wellbeing of local communities and a desire to work in the voluntary sector is required.

Time Commitment

- 1-2 days a week (ideally the same day each week), **9.30-5.30pm** with one hour break for lunch
- Minimum 3 months

Note: To have enough time to develop a distinct and meaningful project or contribute a specialist skill, you will need to make extra hours available to work outside of the typical 'Made in Hackney day'.

Person Specification

- Computer literate – confident in Word, Excel, Google docs, Dropbox and Salesforce (desired)
- Social Media literate – experience of using Facebook and Twitter
- Methodical and organised approach to work
- Excellent written and verbal communication
- Interest in working in voluntary / social enterprise sector
- Understanding and interest in local, organic, seasonal, sustainable and ethical food
- Ability to be empathetic and professional when dealing with a wide range of community groups and people from diverse backgrounds
- Interest and awareness of local food growing projects an advantage

Required

- A DBS Check will be carried out during the first week
- References will be checked
- Minimum age to volunteer is 18 years

Support and Development Opportunities Provided

- Volunteer Induction and Supervision
- Out of pocket expenses reimbursed for each day of volunteering (£7 for meals), plus reasonable travel expenses, with receipt (£15/day total)
- On the Job Training e.g. Salesforce CRM, Covid hygiene protocol
- Additional Training where applicable - safeguarding, food safety in catering, emergency first aid, plant based nutrition
- Concession rate to attend online cookery classes
- Volunteer Socials to meet other volunteers
- Professional reference provided after a 6-month commitment

See **MIH Volunteer Policy** for full details.

Equal Opportunity

Made in Hackney values diversity in all forms. We therefore support and encourage people from diverse backgrounds and experiences to apply.

To Apply

Please fill in our online **Volunteer Application Form** on our website: <https://madeinhackney.org/get-involved/volunteer>

If you have questions or difficulties completing the form, please email **Khin** our volunteer manager at khin@madeinhackney.org or leave your contact details with our office on Tel: 0208 44 242266 and you will receive a call back.

Background on Made in Hackney

Made In Hackney opened its doors in 2012 as the UK's first fully vegan community cookery school. We collaborate with communities to showcase and develop skills, knowledge and inspiration to grow, cook and eat more plants.

The kitchen started as a response to global and local crisis – health inequalities, food access and climate change. These interconnected issues drive our mission to bring about positive change in the areas of community, health and environment with delicious, culturally varied, nutritious plant-based food at the centre of all we do.

The heartbeat of our organisation is our cookery and food growing classes. These sessions are opportunities to come together, share skills and cultural cuisines, learn new ones, deepen community connection and inspire joyful and lasting behaviour change. The results of these gatherings are beautiful.

From curing type 2 diabetes, healing chronic bowel disorders, improving chronic fatigue symptoms, helping to manage depression, forming new friendships, starting a window ledge garden, gaining the skills and confidence to start a food business or learning to cook for the first time age 82 – the MIH family members unique journey's after participating in our programmes never cease to amaze and inspire.

In March 2020 we paused our usual programme to launch a COVID19 response of online classes, telephone support for those not online, and an emergency direct to door **community meal service**. At the peak of the crisis we provided 500 meals a day across Hackney direct to households who needed support with food. Today we continue to provide meals and hope to be able to do so for as long as there is need. We aim to incorporate training and jobs for local young people into the community meal service.

Made In Hackney is humbled to have collaborated with hundreds of partners from home cooks and community chefs, to grassroots collectives, festivals, charities, housing associations, schools, public health bodies, small businesses, global brands and even celebrities such as Jamie Oliver and Olivia Colman.

Website: www.madeinhackney.org **Twitter** @Made_In_Hackney **Instagram** @madeinhackney

Facebook: <https://www.facebook.com/MadeInHackneyLocalFoodKitchen>

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