



## VOLUNTEER ROLE DESCRIPTION

**VOLUNTEER TITLE:** **Bakery Collection Volunteer**

**VOLUNTEER LINK:** **Ryan Mack**

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**Aims:** Supporting our kitchen team to raise revenue for the hospice and help tackle food waste in the community by liaising closely with a local independent business. The role involves collecting surplus baked produce, liaising with our chefs and assisting with service and sales.

**When / Where:** Local Gosforth Bakery  
15.50 Tuesday, Wednesday and Thursday  
For about an hour and a half of your time

**Main Tasks:**

- Call the bakery at 15:30 to check they have produce and discuss what to collect from them.
- Collect the goods from the shop at 15.50.
- Can collect by car (if you can drive and have access to a vehicle) or collect on foot as it's about a 5–10-minute walk.
- Happy to carry a crate or two in your car or a couple of full bags for life if walking.
- Assist with sales as needed.

**Skills and Experience:** No experience necessary, however someone with a food service background would be lovely but not essential

**Additional Info:**

- Driving would make this role easier, but it is not essential
- We can split into 3 shifts if you can only do one of the days.
- Under 18 volunteers can do this shift with a partner

**Personal Qualities:**

- Good communication skills
- Kind nature and enjoys chatting and making the customers feel welcome.
- Reliable and Punctual
- Positive Attitude
- Identifies with St Oswald's Hospice Values and People Charter  
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

**Benefits:**



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- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to meet new people and be part of a friendly team.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.

### Essential Processes/ Training (Internal Info):

- Recruitment Pathway [On-site]
- Minimum age [16+]
- DBS check required [specify Enhanced Children]
- Health & Safety Training Online [Non-clinical]
- Additional training specific to role  
[Moving and Handling.]
- Smartcard Required [No]
- Home Working Risk Assessment [if applicable]
- Bakery Collection Risk Assessment
- Uniform [T-shirt and ID Badge]