

VOLUNTEER & EMPLOYABILITY COORDINATOR RECRUITMENT PACK

May 2026



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CEO - Welcome letter



Dear Candidate,

I am thrilled to extend a warm welcome to you as the newest potential member of the Scottish Pantry Network team! On behalf of everyone here, I want to express our excitement and gratitude for considering the opportunity to join us as we embark on this journey together.

Your candidacy for the Volunteer & employability Coordinator position comes at a pivotal time for TSPN, as we navigate through a period of rapid growth and expansion. Your extensive experience and proven track record in operations management make you a highly promising candidate to lead us forward and ensure the success of our initiatives.

At TSPN, we are committed to our mission of providing vital resources and support to communities across Scotland. With the skills and expertise you bring to the table, I am confident that we will continue to make a meaningful impact on the lives of individuals and families throughout our network.

As you progress through the application process, I encourage you to learn more about our organisation's culture and values. Collaboration, innovation, and community empowerment are at the heart of everything we do, and I have no doubt that you will be able to contribute significantly in these areas.

Please know that we are here to support you every step of the way. Whether you have questions, need additional information, or simply want to learn more about our vision and goals, please do not hesitate to reach out.

Once again, thank you for considering the opportunity to join the Scottish Pantry Network family. We are excited about the potential impact you could make in this role, and we look forward to the possibility of working together to drive TSPN to new heights of success.

Warm regards,

A handwritten signature in black ink that reads "Mandy Morgan". The signature is fluid and cursive.

Mandy Morgan
CEO

About TSPN

At TSPN we are dedicated to tackling food insecurity and promoting sustainability across communities in Scotland.

Our Vision

Our vision is a Scotland where the right to food is achieved!

Mission

- To represent, support and develop our network of pantries by providing leadership, expertise, and guidance to tackle the impact of food insecurity and food loss
- To support and develop pantries as community led hubs, focusing on food knowledge, health improvement, financial wellbeing, and employability
- To support the redistribution of quality food that would otherwise end up in landfill
- To empower communities to increase their disposable income
- To influence policy on the use and supply of available food using the dignity principles!

Values

- Dignity - food insecurity should be managed with dignity
- Quality - all services, including foods offered should be of a high quality
- Integrity - remain true to our core vision and challenge for what we feel is right
- Inclusion - services offered are for everyone in the community

What We Do

TSPN supports a network of community pantries strategically located throughout Scotland, providing access to nutritious food, household essentials, and support services. These pantries are more than just distribution centers; they are hubs of community engagement and empowerment, where individuals can access not only food but also education, job training, and social services.

Our Approach

At TSPN, we take a holistic approach to addressing food insecurity, recognising that the issue is multifaceted and deeply interconnected with other social and economic challenges. Through partnerships with local organisations, businesses, and government agencies, we work to address the root causes of food insecurity and build sustainable solutions that uplift communities and promote resilience

Our Impact

Since our inception, TSPN has made a tangible impact on the lives of thousands of individuals and families across Scotland. Our network of community pantry members, have provided access to nutritious food to those in need, while also offering support services that address the underlying factors contributing to food insecurity.

JOB DESCRIPTION

Organisation: The Scottish Pantry Network (TSPN)

Job Title: Volunteer & Employability Coordinator

Reports to: Operations Manager

Salary: £28,000 per annum

Hours: 35 hours per week

Contract: 12-month fixed term (with potential to extend subject to funding)

Location: Glasgow

Pension: 10% employer contribution

Working Pattern: Flexible within core hours; occasional evening/weekend work may be required

About The Scottish Pantry Network

The Scottish Pantry Network supports communities across Scotland by improving access to nutritious, affordable food, reducing food waste, and strengthening community wellbeing. Through our Prepmate programme, we create affordable meal kits while offering structured volunteering and training opportunities that develop skills, confidence and employability.

Key Responsibilities

Volunteer Recruitment & Onboarding

- Manage all volunteer enquiries and applications
- Develop and deliver an inclusive recruitment strategy aligned with operational needs
- Oversee induction, role-matching, onboarding and exit processes
- Maintain volunteer policies, handbooks and role descriptions
- Facilitate PVG checks where appropriate
- Ensure new volunteers feel welcomed, informed and supported

Volunteer Training & Development

- Coordinate and deliver training including:
 - o Food hygiene and food safety
 - o Customer service
 - o Health & Safety and safe systems of work
 - o English-speaking support
- Ensure all training activity meets legal, regulatory and organisational compliance requirements
- Develop a rolling training programme with internal and external partners
- Maintain training records and ensure compliance with required standards

Prepmate Operations Support (Food Prep, Packing, Stock & Logistics)

- Coordinate volunteers across key operational tasks:
 - Preparing ingredients and assembling meal kits
 - Packing, labelling and quality checks
 - Stock rotation, date coding and inventory tasks
 - Supporting logistics and dispatch
- Ensure volunteers understand workflows, standards and safety procedures
- Monitor compliance with food safety, health & safety and operational procedures, ensuring all relevant legal and organisational standards are met
- Work with operations colleagues to plan rotas based on production requirements

Employability Pathways & Support

- Develop clear volunteer → employability progression pathways
- Provide one-to-one light-touch employability support including:
 - CV writing
 - Confidence building
 - Goal setting and employability coaching
 - English language support
- Track skills development, training completion and progression outcomes
- Promote TSPN as a key community-based employability partner
- Manage workload effectively so employability support complements — and does not overshadow — Prepmate operations

Partnership Working, Employer Engagement & Sector Representation

- Engage with:
 - DWP / Jobcentre Plus
 - Colleges and training providers
 - Local authorities
 - Skills Development Scotland
 - Third sector organisations
- Build employer relationships to support work experience, interviews and job progression
- Represent TSPN at employability networks, forums and working groups
- Clearly articulate the Prepmate model when engaging partners in a competitive employability landscape
- Support the development of an employability strategy with partners

Volunteer Engagement & Communication

- Build strong, positive relationships with volunteers
- Communicate opportunities, updates and training through accessible channels
- Develop volunteer stories, case studies and content with the Communications team
- Organise volunteer recognition activities and events

Monitoring, Evaluation & Reporting

- Maintain accurate records of volunteer hours, attendance, training and progression
- Track employability metrics and outcomes
- Prepare reports for funders, partners and internal use
- Ensure data collection systems remain up to date and audit-ready

Additional Responsibilities

- Support funding applications and evidence gathering
- Contribute to resources for volunteering and employability
- Undertake other tasks as required to support TSPN's mission

Person Specification

Essential Skills & Attributes

- Ability to build strong, positive relationships with volunteers, employers and partners
- Excellent written, verbal and interpersonal communication
- Strong organisational and coordination skills
- Ability to work independently and collaboratively
- Confident using IT systems and maintaining accurate records
- Understanding of third sector and community development
- Commitment to equality, diversity and anti-discriminatory practice
- Positive, patient, supportive approach to engaging diverse groups
- Experience delivering employability support and/or employability training
- Ability to articulate the Prepmate model clearly to SDS, DWP, colleges and partners

Desirable Skills & Attributes

- Experience managing volunteers or coordinating community programmes
- Experience in food, warehouse or logistics environments
- Experience supporting people with additional barriers
- Understanding of the No One Left Behind strategy

Essential Experience

- Experience in community development, volunteer coordination, employability support or related roles
- Experience working with diverse communities
- Experience coordinating people or activities in structured settings
- Experience providing employability support
- Driving licence essential

Desirable Experience

- Experience supporting food prep, warehouse or logistics processes
- Experience contributing to funding applications

Other Requirements

- Ability to work with minimal supervision
- Flexibility for occasional evenings/weekends
- Willingness to undertake relevant training
- Driving licence essential

Recruitment Process

Recruitment Process: Operations Manager, Scottish Pantry Network

Application Deadline:

All interested candidates are invited to complete the application and equal opportunity form provided and return it to enquiries@scottishpantrynetwork.org.uk by **no later than 5pm on 8th June 2026**. Late applications will not be considered.

Good luck!