



Volunteering Frequently Asked Questions (FAQs)

What can I do?

We have three main volunteer roles:

- 🍎 Driver – the driver drives the van on delivery and collection runs. The driver also helps with loading/unloading the van, and sorting the food back at the warehouse. To drive our van you need to be 25+ with a full, clean driving licence.
- 🍎 Delivery/Collection Assistant – the collection/delivery assistants accompany the driver on the delivery and collection runs. They phone our charities and suppliers in advance of our arrival, help with loading/unloading the van, and sorting the food back at the warehouse.
- 🍎 Warehouse Assistant – our warehouse assistants help keep the warehouse clean, tidy and organised. They are vital in helping us keep our stock rotated and in good condition - ready to be delivered to our charities.

Other – we sometimes have a need for volunteers with other specialised skills. If you are interested in a particular area please let us know. We will make a note of it and contact you as and when we need you (which we probably will do at some point!)

How long do you need me for?

Our shifts are approximately 3 hours long (maximum 4 hours).

For our daytime operation, we have both morning and afternoon shifts every day. The start times are slightly different depending on what day of the week it is, but all start between 8.45am-9.30am for a morning shift, and 12.30-1.30pm for an afternoon shift.

For our evening operation, shifts start between 6pm and 7pm, and typically finished around 9.30pm.

How many times a week do I have to come in?

That is entirely up to you! Some of our volunteers like to do one shift per week, some like to do more. We do not have a minimum or maximum commitment requirement for our volunteers – all we ask is that if you can't attend a shift that you have committed to, you let us know as soon as you can.

Do I have to come in on the same day every week?

No, you don't have to, although it is really helpful for us when volunteers are able to book in for regular shifts each week i.e. every Wednesday morning or every Thursday afternoon, as it helps us to plan.

Do I have to be physically fit?

We collect and deliver boxes/crates/sacks of food, so there will be some light lifting involved.

Do I need a driving licence?

No, you don't need to have a driving licence to help with collections/deliveries or to help around the warehouse, but if you'd like to drive the van you do need to have a full, clean licence and to be aged 25 or over.

Where are you based?

We are based in Park Royal (W3). The nearest tube is Park Royal (Piccadilly line). Buses number 95 and 487 both stop nearby.



Is there any training?

Yes, you will all be provided with relevant training. There may also be additional training courses available. We will give you more details about this when we see you (which we really hope we will!).

What will I gain from volunteering at The Felix Project?

You will:

- 🍏 be actively helping to reduce food waste and food poverty
- 🍏 build skills to add to your CV
- 🍏 have the opportunity to attend training courses, which will enhance your skills and knowledge
- 🍏 gain experience in the charity sector
- 🍏 meet new people and make new contacts
- 🍏 be actively supporting charities in your community

I work Monday to Friday 9-5pm. Can I still help?

Yes - we have recently started doing evening delivery and collection runs and will in the near future be operating also at weekends.

What do I need to wear?

Comfortable clothes. There will be a bit of light lifting involved and you need to be comfy. In winter time it can get very cold in the warehouse, so bear this in mind and dress up well!

How do I apply?

Go to www.thefelixproject.org/get-involved/volunteer/