

Job Description - Customer Service (Part Time)

Reporting to: Office Manager (FareShare East Midlands)

Location: FareShare East Midlands depot in Narborough, Leicestershire.

Hours: Part Time, 20 hours

Salary: £ 9,000 per annum

About FareShare East Midlands

FareShare East Midlands (FSEM) is a local charity fighting food poverty by tackling food waste. We source food that is surplus to requirements- from retailers and manufactures and engage many volunteers to help redistribute this to local charities and community groups and provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, School breakfast clubs, community centres and those recovering from addictions).

Main purpose of this role

This role is an important cog in FareShare's work. We need someone to talk directly with our charities and community groups to create food orders for the warehouse teams to assemble and also visit our community groups annually to check that they are managing our food according to their agreement. This role would suit someone looking to develop their customer service skills, someone looking to gain experience in the food or charity sector.

Duties and Responsibilities

- Telephoning charities and producing paperwork to support warehouse teams to process orders
- Ensuring food is allocated in accordance with membership levels and food profiles
- Working with Warehouse staff to ensure any changes to food profiles are authorised
- Other administrative tasks such as: answering phones, dealing with queries from charities, checking delivery schedules and van progress amongst other things.
- Undertake and ensure annual inspections are carried out on all member groups in accordance with FareShare procedures.

Person Specification

- Confident on the phone with a polite, clear and friendly phone manner
- Computer literate and able to work with database systems
- Good organisation
- Able to work well in a team, on your own and under pressure
- Able to work effectively and use your initiative in a fast-paced environment
- Able to follow FareShare's policy, procedures and systems
- Interested in food and committed to redistributing food waste to charities
- Flexible - we may occasionally ask you to help in the warehouse or on other projects/tasks
- Can drive and have access to a vehicle

Application Process

Please forward your CV and a covering letter of no more than 500 words setting out why you consider yourself suitable for the role to:

alyson.oliver@fareshare-eastmidlands.org.uk

Closing Date 20th October 2017, 12noon.

Interviews will be held on 26th October 2017

Further information about who we are and what we do can be found on our website at www.fareshare.org.uk

<http://www.fareshare.org.uk/regional-centres/east-midlands/>