



FareShare

Job Description - Head of Food

Reporting to:	Director of Food & Network Development
Location:	Within easy reach of a FareShare UK Regional Centre / Office + Regular UK travel
Hours:	Full time (35 hours)
Salary:	Circa £55,000

About FareShare

This is a unique opportunity to work for an award-winning and ground breaking organisation. At FareShare, we fight food poverty by tackling food waste. We source quality surplus food - from food retailers, manufacturers and suppliers - engaging volunteers to redistribute to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions).

FareShare now operates 21 Regional Centres around the UK. The majority of these are run by local organisations - our Delivery Partners. This enables us to be a UK-wide organisation yet also think and behave with local concerns at the heart of our actions. We support over 7,000 local charities and groups. Over the past year 13,000 tonnes of food was redistributed by FareShare Regional Centres nationwide, helping charities feed 500,000 people every week. We operate across 1,300 towns, cities and villages and we save UK charities and community groups more than £23 million each year.

Hunger is a growing issue in the UK and while there is surplus food that is otherwise going to waste, we believe that this food should be used to feed people first. In most categories, demand far outstrips supply.

FareShare's Strategy & Vision

Vision: We have the vision of a UK where “No good food goes to waste”.

Mission: To use surplus, fit for consumption, food to feed those who are vulnerable in the UK by supporting front line charitable organisations that tackle the cause and not just the symptoms of food poverty.

Our Purpose: We are doers. We are a community. We change lives.

Our Values:

- **Passion** - for our cause and the challenge that lies ahead
- **Ambition** - to go the extra mile and drive the change that must happen
- **Respect** - for ourselves, each other, our volunteers, our partners and our beneficiaries
- **Collaboration** - it's only by working with others that we can be stronger
- **Focus** - on providing the best service possible so that we deliver the can we achieve the most for our clients/customers.

Where this role fits in: FareShare has grown steadily over the last 20 years with major acceleration in the last 5. Food waste and hunger have never been higher up the agenda of the public, media, politicians and the food industry. As one part of our growth strategy FareShare is now strengthening its management structure and developing a senior management team consisting of 7 Head of Department roles covering Food, Operations, Network Partnerships, Volunteering, Fundraising, Organisational Effectiveness and Scotland/Northern Ireland. These roles will give us the scope to expand further and take on new opportunities, of which there are many. These roles will report to the Senior Leadership team made up of CEO, Commercial Director, Director of Finance and Resources, and the Director of Food and Network Development.

The role

Overall purpose

- The core purpose of this role is to secure the right volumes and categories of surplus food needed by both our current and future charity customers in an efficient, cost effective and sustainable manner for FareShare. This requires us to develop strong partnership relationships with all major food retailers, their supply chains, logistics companies and manufacturers, growers and importers.
- This role provides external leadership to these relationships and internal line management to the Food Team tasked with achieving these goals. In order to be successful in this role, you will need to build on, develop and implement a clear and well-understood strategy for securing and distributing this food and make sure it is well understood and supported by all parts of the organisation.

Background and context

FareShare redistributes surplus food. This food is within date and is fit for human consumption, but probably is surplus due to being short-dated, product non-

compliance, damaged packaging, product refusal and returns of unsold product. Using data from WRAP, FareShare currently only redistributes approximately 5% of the food that is surplus and fit for human consumption.

The UK lags way behind most other highly developed food systems in the world in failing to get much of this surplus food to feed people in need. This is changing, but too slowly and demand for food exceeds supply in most categories.

The vast majority of the surplus food is in the supply chain. Despite this, the media only focuses on the supermarket surpluses, which they know and understand. FareShare's strategy is to forge partnership with all the major retailers in order to efficiently engage with their supply chains. Where possible we aim to develop an integrated logistics solution that uses the processes, supply routes and transport that the food industry is already using.

This role will provide leadership to a small team of food industry account managers, who manage the day-to-day relationships with food businesses. The Charities we serve rely on our ability to secure the right quantities and categories of surplus food, so this role is mission critical.

Main areas of responsibility

Strategy

- Develop a food sourcing strategy that will deliver the volume and categories of food needed by our network. This strategy will need to take account of the resources of FareShare, the barriers to accessing food, the trends and attitudes of the food industry as well as the development plans of our redistribution network.
- Powerfully communicate this strategy, so that all delivery partners and internal teams support it and contribute to its success.
- Recognise and respond to the institutional, cultural, financial and geographical barriers within the food industry and work with and through industry bodies, working groups and government departments.
- Alongside FareShare Go's store level work and account management, deliver maximum value across the food supply chain.

Leadership

- Working closely with the Director of Network Development & CEO, represent FareShare at a senior level to the food industry adding credibility to the organisation through dynamic personal leadership.
- Display an ability to develop relationships across all sectors of the food industry that support delivery of FareShare's food strategy.
- Lead our national work in developing strong partnerships with all major food retailers, manufactures and food sector bodies across the food industry supply chain.
- Secure the support of the FareShare network of delivery partners through the delivery of ambitious food objectives and excellent relationship management.
- Lead all main food accounts, to provide accurate and timely impact feedback on the difference their partnership makes in order to secure long-term support.

Management

- Provide first class management to the Food Team so that through clear objectives and direction they deliver against strategic objectives and are motivated, developed and inspired.
- Contribute to the Network Development Team's management in support of Director of Network Development and working closely with the Head of Network Partnerships and Head of Operations.
- Develop strong relationships across all functional areas of the organisation in particular with the marketing and fundraising teams.

Administration & Finance

- Ensure that accurate and timely management information is made accessible for the core performance management of the organisation.
- To manage your own administration efficiently and in a timely manner.
- Manage and monitor an annual budget income and expenditure budget against targets

Person Specification

As an employer committed to Equal Opportunities, we will assess applications in line with these criteria that we consider either as being essential or desirable in this role.

Experience

- Relevant experience of working in the food industry resulting in a strong understanding of all the core areas where we are likely to secure our food. These include supply, distribution, logistics and manufacturing.
- Experience of implementing and delivering significant organisational growth at a senior level.
- Experience of leading the development, communication and successful delivery of a strategy that demonstrates transferable relevance for this role.
- Extensive management experience that will get the best from direct reports and strengthen the overall management of the organisation
- Some experience of financial management, including control over income and expenditure, budget setting and performance management
- Strong commercial acumen either gained in a marketing, account /sales management role.
- Knowledge and experience of managing large budgets- six figures
- Good knowledge and exposure to sale and marketing principles
- Transferable experience that demonstrates a high likelihood to fit into the management culture of a medium sized voluntary sector organisation that is run on strong business lines.
- Experience of or exposure to operational process development or improvement such as LEAN Management.

Skills, knowledge & abilities

- Leadership and management skills - including the ability to motivate and develop people to deliver high levels of performance
- Problem-solving skills and the ability to make effective decisions 'on the spot'.
- Ability to work systematically to agreed guidelines in the absence of close supervision
- Strong presentation/facilitation skills to promote awareness
- IT literacy, in particular of using Microsoft applications (Outlook, Word and Excel)
- Good team working skills, including both the ability to delegate and to develop people with a positive approach

- Excellent interpersonal skills and the ability to create good work partnerships with multiple stakeholders so that mutual benefit is achieved
- A commitment to Equal Opportunities
- Ability to recognise, assess and overcome obstacles in achieving targets.
- Strong communication skills in generating work guidelines and generating strong relationships with the Depot network.
- Ability to recognise and address high priorities and when necessary, simultaneously link these elements to enable overall strategy to be achieved.
- Ability to ‘think outside the box’ and resolve obstacles by investigating new ways of working and explore the ‘unconventional’.
- Ability to present clear, defined and manageable targets and boundaries to team and support in achieving these aims.
- Ability to cut through smokescreen and decisively drive forward strategies to achieve targets.

Competencies and behaviours

- Drive, determination, reliance and commitment to really make a major and long term difference.
- Planning and prioritisation- develop and implement clear plans with defined outcomes and resource management.
- Dealing with change - the ability to act quickly decisively and positively to change
- Communicating with impact- ability to influence across all media to establish commitment to organisational goals
- Delivering customer service- the ability to deliver excellence through a competitive products and service offer to all stakeholders
- Problem solving and decision making- the ability to anticipate, assess and deliver innovative solutions to problems with clear logical thinking
- Leadership - to be the role model for the food and wider team through role modelling behaviours