



FareShare

Job Description - Head of Network Partnerships

Reporting to:	Director of Food & Network Development
Location:	Within easy reach of a FareShare UK Regional Centre / Head Office + Regular UK travel
Hours:	Full time (35 hours)
Salary:	Circa £50k

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- our Community Food Members. 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

Develop and implement strategies for excellent and consistent customer engagement and service across the FareShare Network.

To support and collaborate with FareShare Network Partners across the UK in delivering the best FareShare service possible for our shared customers (Charities; Food Industry; Funders; Volunteers and other stakeholders) and that FareShare UK supports all partners in this work.

To create “One FareShare” with knowledge sharing of best practice from across the network, and beyond, defined the highest and most efficient way of operating.

As much as possible match supply and demand across the FareShare Network.

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.

FareShare UK runs five Regional Centres while the other 16 are run by our independent but aligned Delivery Partners. We are committed to our model of third party Delivery Partners. As we move to the next stage of our growth we need to define and implement the highest standards in food redistribution in order to be as efficient and effective as possible. This will require a greater degree of consistency and commonality across how we work as a network while remaining under our partnership structure. Areas where each Regional centre could do things their way will need to be replaced with a bottom-up establishing of the most efficient way to work.

Our reputation is vital to our future success. Ensuring that we are fully compliant with our food handling standards as well as health and safety is critical to our future.

Main areas of responsibility

Strategic planning and delivery

Develop strong and trusted relationships with FareShare Regional Centres and FareShare Network Partners. Lead Partnership plans and ongoing account management with external partners, based on shared objectives and FareShare UK strategic objectives. .

Support the FareShare Network Partners in developing and executing efficient food redistribution operation within their regions and work with the Head of Operations to ensure that the Network Partners deliver this in a way that is compliant with the food safety and health and safety protocols established by FareShare UK.

Work with and across whole of FareShare UK members (including CEO) and other departments to ensure clarity of needs and support delivery for each FareShare Network Partner

Lead the Network Development Managers and broader team to develop processes, systems and communication channels to ensure effective capture of best practice to share with the Head of Operations and team for replication across the whole network.

Provide the support necessary to ensure all Network Partner Regional Centres have fit for task business plans that balance the need to maximise mission and move the entire network to a place of financial sustainability.

Working closely with the Director of Network Development and The Head of Operations, identify and on board new Network Partners to the FareShare network to fill any regional gaps or other service provision as the FareShare model evolves.

Food Co-ordination

Lead the Food Co-Ordination Team to make it easy for Food partners to make food available to the FareShare network maximising the volume of food redistributed to and accepted by charities.

Work with Food Co-Ordination team and FareShare IT to develop programmes and systems used to enable food partners to provide food and develop strong understanding of demand, upcoming potential supply. Linking customer and regional centre demand to actual and potential supply.

Lead the Food Co-Ordination Team to ensure food made available to and is collected and delivered to all FareShare Regional Centres fairly.

Ensure the food team understand the food needed by FareShare Network Partners addressing quantity, quality, frequency and timing.

Network Communications

Develop a smooth passage of business critical information between Regional Centres, the charity membership, and FareShare UK. In particular, to ensure that the food team has better visibility of the food needs of charities across the network.

Working with FareShare Marketing, develop integrated systems and processes which capture the richness, breadth and depth of impact generated by FareShare provision to CFMs to help demonstrate the value FareShare brings.

Complementary and Innovative Models of Redistribution

With and through the existing team lead the ongoing provision and execution of FareShare's store-level redistribution programme FareShare Go and lead the integration of that programme with the core Regional Centre provision of surplus food.

Working with existing and potentially new partners, identify, trial and pilot additional innovative models of redistribution of food to the voluntary sector which are consistent with and complementary to FareShare's food safety, compliance and traceability principles.

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

- Leadership at a strategic level.
- Extensive experience in complex stakeholder management in developing and delivering joint business, organisational or partnership plans and also identifying and developing strategic themes to be developed
- Will have excellent experience in developing complex business or partnership plans
- Will have experience of working across complex organisations internally and externally to get what is required.
- Experience of voluntary sector, trade unions or other non-commercial partnerships, either from working with those organisations within a for-profit business, or from having worked in the not-for-profit sector
- 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 demand and supply management or logistics
- Some experience of financial management, including control over income and expenditure, budget setting and performance management
- Knowledge and experience of creating, agreeing and managing large and complex budgets- six figures
- Good knowledge and exposure to sales 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.

Skills, knowledge & abilities

- Excellent advanced interpersonal skills and the ability to create good work partnerships with multiple stakeholders so that mutual benefit is achieved
- 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
- 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