



FareShare

Job Description - Food Coordination Assistant

Reporting to: Food Sourcing Coordinator
Location: Deptford London
Remuneration: £20,000
Hours: Full time (35 hours) 9.00am to 5.00pm
Fixed Term: 3 month contract

About FareShare

FareShare is a national charity fighting food poverty by tackling food waste. We source food that is surplus to requirements - from food retailers and manufacturers - and engage many volunteers to help redistribute this 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 20 warehouse depots around the UK and supports over 3,400 local groups - our Community Food Members.

Main purpose of this role

This involves working closely with the Food Team to provide general support and ensure food made available to FareShare arrives at Regional Centres in an efficient and timely manner. The number of accounts and projects the Food Team is working on is growing and the team is in need of support.

The post will be line managed by the Food Sourcing Coordinator, but will also report to the Commercial Managers as appropriate to the task.

Please note that where 'Commercial Managers' is used in this job description, it should be deemed to also refer to the Commercial Officer, Head of Scotland and Director of Food as appropriate to the task.

Food allocation support and Industry liaison

- Provide excellent customer service and act as the first point of contact to food industry contacts via phone and email.
- Co-ordinate the allocation of stock offered from the food and drink industry and communicate this to Regional Centres.
- Maintain timely records of allocations.
- Co-ordinate food offers, acting as the first point of contact, gathering key information and passing to the Commercial Managers.

- In conjunction with Commercial Managers, identify key trends of incoming categories, and developments across the network and advise the Director of Food and team as necessary.
- Arrange and co-ordinate logistics for food across the FareShare network.
- Check invoices and pass approved invoices to the finance team.

Network engagement

- Provide excellent customer service to FareShare Regional Centres, via phone and email.
- Relay feedback from the network to the Food Team, Commercial Managers and the Director of Food.

Supplier engagement

- Proactively approach and engage with existing and new food partners, to prompt them to provide sources of food.
- Support with on boarding of new manufacturing sources, via letters and follow up calls.

Reporting and Database Management

- Gather and provide supporting information on food offers to members of the food team (e.g. level of food, acceptance rate).
- Use GLADYS to provide weekly reports on key statistics for FareShare's food partners as requested by the Commercial Managers
- Use GLADYS to provide the Commercial Managers with quantitative data from the network as requested
- Alert the Commercial Manager to any apparent trends or anomalies relating to food offers or acceptance.
- Preparing ad hoc reports as requested
- In conjunction with Commercial Managers, keep the central database of Food providers and individual contacts up to date, ensuring new customers and prospects are included as appropriate.

Team and project support

- Support the Food Team members as required, including note-taking at team meetings
- Provide assistance and coordination of with Food team projects as required.
- Feedback to the team ideas for improving the existing processes and operations linked to the provision of food to the network.

Person Specification

You will need excellent communication skills over the phone and by email, be very organised and be able to prioritise working on several projects simultaneously. The aim is to support the food team its daily functions and key projects.

Skills, knowledge and abilities

Essential

- Strong communication skills (written and oral) and the ability to change tone for varied audience.
- Excellent telephone manner
- Good working knowledge of Excel.
- Familiarity with Outlook
- Ability to work within clearly defined and agreed parameters with limited supervision.
- An understanding of the importance of informing the right stakeholders at the right time.
- Planning and prioritisation skills
- Ability to analyse data, spotting trends in data and reports

Desirable

- Understanding of how FareShare operates and its objectives.
- Knowledge of databases.

Experience

Essential

- Working in a customer facing role.
- Proven track record of working systematically to agreed guidelines.
- Proven ability to form good working relationships, both internally and externally

Desirable

- Experience of working in administration within a logistics, supply chain or warehouse setting.

Competencies and Behaviours (Essential)

- An understanding of, and passion for, the mission and values of FareShare
- Able to demonstrate respect for work colleagues and FareShare beneficiaries
- A positive and “can-do” attitude