FareShare

Job Description – System Coordinator

Reporting to: National Development manager & Systems manager
Location: Deptford, London with travel
Remuneration: £22,000 - £27,500
Hours: Full time (35 hours)
Fixed Term:

About FareShare

FareShare is a unique charity fighting hunger and its underlying causes by redistributing surplus food to hundreds of local charities across the UK. By ensuring good food is not wasted, we turn an environmental problem into a solution. FareShare delivers environmental benefits by reducing food waste while supporting over 4,000 charitable organisations across the UK to feed 194,650 people every week. Last year this food generated a saving for UK charities of just over £16 million. Further information can be found on our website www.fareshare.org.uk

We understand, however that the amount of food that can be redistributed is far greater and we have an ambitious plan to divert 100,000 tonnes per year to 13-14,000 front line charities, saving the voluntary sector £250 million each and every year. This role is an important part of that ambition.

Do you want to get to know FareShare? watch our film to see how FareShare is helping to transform lives.

Main purpose of this role

This is a **rare** opportunity to become involved with an award winning national charity that will develop FareShare service across the country.

Our online stock control system is a key tool not only for our operations but also acts as a key source of data to support our fundraising, marketing & campaigns and food acquisition teams.

As the Systems Co-ordinator you will be in charge of maintaining and developing and developing our online stock control system. Working with our network development team and 3rd party programmers you will ensure swift resolution to user issues, bugs as well as ongoing improvements and changes to the system.

Also key to the role is training users and developing training materials for all aspects of the system.

Key Responsibilities

- Provide recommendations and support the delivery of continuous improvement of the online stock control system, driven by staff feedback alongside the network development team.
- Prioritise the backlog of operational changes, improvements and fixes in-line with organisational needs.
- Provide 1st line support to a remote team, escalating issue to other team members or external developers as required.
- Coordinate supplier relationships to ensure timely and efficient delivery of work on the system. Raising tickets, agreeing schedules of work and communicating progress with relevant staff.
- Support the Network Development Team by identifying training needs across all staff, coordinating training schedules and delivering training for new and existing staff as required.
- Create and maintain training material and documentation of the system and relevant processes, ensuring that it is always up to date.
- Where required, provide general IT support where necessary.

Essential Criteria

- Ability to work with staff with a range of IT proficiency.
- Ability to communicate, support & consult with a wide range of stakeholders ranging from individuals with limited IT experience to IT specialists & senior management.
- Ability to work within a team and with own initiative.
- Have strong IT skills and a knowledge of Microsoft Office programs.
- Strong understanding of database structures and have worked with bespoke systems.
- Ability to write relational database queries in Structured Query Language (SQL).
- Be organised, with a proven record of achieving quality results.
- Experience delivering training.
- Excellent phone manner and customer service skills.
- Be flexible about your working arrangements as the role may involve travel to other areas of the UK and occasional evening work.

Desirable Criteria

- Understanding of the 'not for profit' sector or sustainability issues.
- Understanding of food safety.
- Degree educated in Maths, statistics, computer science or other numerate subject.