



FareShare

Job Description - Volunteer Programme Manager

Reporting to:	Head of Volunteering
Location:	Deptford, London SE8 (with frequent UK travel)
Hours:	FTE - 35 hours
Salary:	£28,000
Duration:	12 month contract

About FareShare

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

FareShare's Strategy & Vision

Volunteers are the lifeblood of FareShare's work and we are working on a strategy to create an army of like-minded individuals who will support the ongoing sustainability of our network of 21 Regional Centres across the UK.

The majority of people who currently volunteer with FareShare do so in the warehouses of our Regional Centres, helping to sort, allocate and deliver the food. Volunteers also liaise with our charities to plan food deliveries and support our outreach programmes to increase awareness of FareShare in local communities. They can also support operational functions such as fundraising, communications, management and logistics. Volunteers may also get the opportunity to study for qualifications in warehouse management or forklift driving. We are now seeking a Volunteer Programme Manager to deliver on a funded project that will help us recruit, engage and retain a new stream of volunteers who will be key to supporting our Regional Centres ambitions for growth.

Main Purpose of the Role

We are looking for someone with experience of recruiting and retaining volunteers and who has exceptional project management skills to join our new National Volunteering Team, led by a new Head of Volunteering.

This work will particularly focus on leading a funded project for the recruitment of volunteers aged 50+ across six of our Regional Centres - in London, Birmingham, Manchester, Brighton, Hull and Newcastle. The aim is to develop good practice, robust policies and effective communications to reach volunteers aged 50+ and to develop processes that can be replicated across the wider work of the FareShare network. In addition to recruiting volunteers to work directly in Regional Centres, this role will also be tasked with engaging 50+ year olds in our annual Neighbourhood Food Collection run in partnership with Tesco.

The role has several core elements:

- To develop and implement recruitment activity that will secure new volunteers aged 50+ and to work closely with six Regional Centres to support their engagement strategies with local volunteers.
- To project manage the delivery of the recruitment strategy, working with multiple stakeholders and the funder to ensure grant outcomes are met.
- To devise and implement volunteer management policies which can be adopted across FareShare's network which ensure a clearly documented process and relevant procedures.
- To ensure volunteers are engaged and feel a sense of connection with the work of FareShare wherever they are based by delivering effective marketing & communication programmes.
- To develop procedures and events that enable the sharing of good practice across the six funded Centres and the replication across the wider FareShare network.

Main areas of responsibility

Programme Management

- Take the lead on our volunteer recruitment strategy that will deliver engaged volunteers aged 50 years and above to ensure the operational needs and outputs of six FareShare Regional Centres
- Recruit volunteers aged 50+ as a key element of the FareShare's annual Christmas Food Collection in December.
- Undertake effective tracking and evaluation of all recruitment activity sharing learnings and replicating success across the six Regional Centres and more widely across the FareShare network.
- Regular liaison with the funder to update them with progress and share learnings.

Engagement & Communication Strategies

- Establish and manage effective channels of communication, working with the FareShare UK Marketing Team to reach new volunteers and ensure our existing volunteer network is regularly informed and thanked.
- Undertake appropriate insights work with volunteers aged 50+ including focus groups and supporting with ongoing evaluations.
- Promote volunteering, internally and externally in collaboration with the FareShare UK Marketing Team, and ensure that the impact of volunteers aged 50+ is celebrated.

Supporting the FareShare Network

- Involve the six Regional Centres in the development of strategies and policies, working with them both on a direct basis and through the facilitation of group meetings and communications
- Directly supporting the six Regional Centres in meeting their targets for volunteers recruitment with people aged 50+
- Developing models of good practice in working with people aged 50+ that can be rolled out to the rest of the FareShare Network and where possible providing support for other Regional Centres looking to develop this segment of volunteers.

Policy Development

- Review current volunteer policies within FareShare and update in light of best practice and current legislation, supporting on the delivery of new guidelines where appropriate

Making FareShare a charity of choice

- Enhance the experience of volunteering at FareShare by delivering robust policies, together with effective engagement and communication programmes, so that volunteers enjoy what they do and can feel proud of their contribution.
- Liaise with the six Regional Centres to capture case studies and examples of volunteers for FareShare UK's Marketing team to promote and publicise.

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 - Essential

- Experience of developing and implementing successful volunteer recruitment and retention campaigns
- Experience of building relationships with external organisations and associations to create and promote volunteering programmes
- Experience in managing projects and reporting on outcomes to internal and external audiences

Experience - Desired

- Experience of working with volunteers aged 50 and above
- Experience of delivering effective marketing and communications campaigns
- Experience of working for a national network and understanding regional needs

Skills and Abilities

- Knowledge of the needs and experiences of volunteers aged 50+
- Strong and precise briefing skills to work with in-house Marketing colleagues, regional partners and external agencies
- Strong presentation skills to promote FareShare as a destination for Volunteering
- Good time management with ability to manage workloads, set priorities and meet deadlines

- Ability to use own initiative, working independently
- IT literacy, in particular of using Microsoft applications (Outlook, Word and Excel)
- Excellent interpersonal skills and the ability to create good work partnerships with multiple stakeholders so that mutual benefit is achieved

Values and behaviours

- A commitment to equal opportunities
- An understanding of, and enthusiasm for, FareShare's mission and strategy
- A commitment to continuous professional development
- An empathy with volunteers and an understanding of their needs
- Flexible and non-judgemental approach to people and work
- Willingness and ability to travel in the UK

Application Process

To register your interest in this role, please submit both a completed [FareShare Equal Opportunities form](#) and your up to date CV and Cover Letter to recruitment@fareshare.org.uk

Closing date 25th February 2018. Interviews will be held on 26th February at the FareShare London Office. Please ensure you are available on these dates when applying.