

FareShare

Job Description - Food Co-ordination Assistant

Reporting to:	Food Sourcing Coordinator
Location:	Deptford, London
Hours:	FTE - 35 hours (9.00am to 5.00pm)
Remuneration:	£22,000
Fixed Term:	6 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 6,000 local charities and community groups - our Community Food Members.

Main Purpose of the Role

This important role works closely with over 500 of FareShare's food suppliers to ensure that surplus food is captured and distributed to our 24 warehouses. This key role is at the forefront of ensuring that surplus food reaches the FareShare warehouses, so that it can be distributed on to charities and community groups across the UK. The successful candidate will also work closely with our commercial team, to ensure our food partners receive excellent operational support and customer service.

This role sits within the Food Coordination team, which is responsible for managing offers of surplus food from our food partners. The team works daily to liaise with food partners, allocate food, organise transport and logistics, maintain food offer records, and work with transport companies to find the best routes to get food from A to B.

We are looking for organised, passionate people who are looking for a busy role with plenty of supply chain challenges. We are continually evolving our processes and working with new companies from across the food industry. If you're a recent graduate, or really excited about working in the charity sector, please apply now.

FareShare aims to be an equal opportunity employer



Main areas of responsibility

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

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