



FareShare

Job Description - Development Manager- Merseyside

Reporting to: Head of Operations
Location: Liverpool (Speke) / Wirral
Hours: Full time (35 hours)
Salary: £28,000 - £30,000 depending on experience

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 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:

This is an exciting opportunity to provide leadership and direction to meet ambitious strategic and operational performance targets in Merseyside by creating partnerships and raising awareness of FareShare with local government, local and national food suppliers and community volunteering organisations.

You will work with the FareShare UK Teams to develop the Regional Centre and Sub Regional Centre, recruit volunteers and engage with potential Community Food Members. There will be some travel involved during the training period to other FareShare Regional Centres and travel across Merseyside to attend meetings with Key Stakeholders, and develop existing and new Community Food Members.

You will manage and co-ordinate the day to day operations of our Merseyside Regional Centre and Wirral Sub Regional Centre. You will also manage and support both sites' staff and volunteers, leading by example to ensure that our ambitious targets are met and ensure continuity of delivery standards using FareShare national policies and procedures, and the serving needs of the local community.

The role:

1. Operations

- Overall management and leadership of the Merseyside Regional Centre and Wirral Sub-Regional Centre to maintain operational performance and ensure that Community Food Members needs are met
- Build and maintain good working relationships with food suppliers and CFMs
- Work with the Food Co-ordination Team to ensure enough food is available to meet the delivery objectives, whilst exploring and maintaining relationships with local food companies
- Work with the existing team to ensure the delivery of the Community Food Members Kitchen checks and necessary follow up advisory visits are completed
- To carry out any other duties as may be reasonably requested, to be willing and able to cover all aspects of the operation at short notice - for example, driving a van or fork lift truck
- To ensure that all volunteers and placements are appropriately supervised

2. Development

- Research, identify and recruit new Community Food Members by working with the national marketing team to develop relationships and partnerships with external organisations to raise awareness and the profile of FareShare, particularly local and national government, local and national charities and volunteer agencies
- Ensure that the growth targets are met and that reporting deadlines for funders in those areas are completed on time
- To ensure that FareShare Merseyside and Wirral meets ambitious strategic growth targets in line with new and existing funding
- Be responsible for the recruitment and management of Volunteers and work with the Head of Volunteering Recruitment and Engagement and team to develop best practice for the management, development and engagement of volunteers.
- Be responsible for the recruitment, management and development of work placement trainees within the project
- Work with the FareShare UK teams to develop employability programmes for our volunteers
- Working with existing IT systems to maintain high standards of record keeping, and working with other FareShare UK teams to implement new IT systems

3. Standards

- Responsible for the continuity of FareShare high standards in all aspects and with all stakeholders both internal and external.
- To ensure compliance with relevant Health & Safety, Food Hygiene and other standards applicable to the building, vehicles, refrigeration equipment, staff and volunteers, visitors, carrying out risk assessments as required
- To uphold and develop high quality customer care towards our CFMs

4. Marketing and communication

- Promote the work of FareShare positively and proactively including representing FareShare in communication with the local media and contributing to National communications for FareShare Merseyside
- Lead initiatives on PR and communication for FareShare Merseyside with the support of the national marketing team, ensuring that Community Food Members are well informed and that awareness raising is progressed to the wider Merseyside audience.
- Ensure data is captured and up to date regarding all development activity and provide the Marketing and Communications Team with timely information as required

5. Administration & Finance

- Manage and monitor an annual budget to ensure costs are controlled and relevant to the annual budget and build increasing levels of sustainability.
- Be responsible for the Community Food Membership income and work with the Fundraising Team and the Finance Team to ensure the financial viability of FareShare Merseyside.
- Work with the finance team to develop internal KPI and efficiency indices.
- To ensure that food movements are accurately logged on the online management system
- To manage all depot administration including running reports, correspondence, staff and volunteer records

6. Leadership

- Management experience that will get the best from direct reports and strengthen the overall management of the Regional Centre and Sub Regional Centre.
- Provide first class management to the Regional Centre team to deliver against KPI's and motivate and inspire to achieve FareShare Merseyside and The Wirral strategic objectives.
- Contribute to, and influence the strategic direction of FareShare Merseyside of the FareShare UK Operations Team and FareShare UK, through strong leadership
- Provide insight and be able to present the Regional Centre strategic performance with confidence to the wider FareShare team.

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

- Experience of leading multi-dimensional projects from operational and strategic perspectives
- Experience in financial management, including control over income and expenditure and performance measures
- Experience of working with, and developing volunteers who may feel vulnerable or need support
- Leadership skills- including the ability to motivate and develop people to deliver high levels of performance
- High level communication skills and ability to engage at all levels with diverse external stakeholders.
- Developing long term partnerships with external stakeholders in achieving strategic goals
- Experience of working in a regulated environment and demonstrable risk assessment capabilities
- Experience of managing within a customer focused environment Experience of management in an environment where Health and Safety is fundamentally key for all staff, volunteers and visitors

Skills, knowledge and abilities

- Problem-solving skills and the ability to make effective decisions 'on the spot'.
- The ability to act as an ambassador for FareShare to diverse audiences of external stakeholders, strengthening the brand and raising awareness.
- Strong presentation/facilitation skills to promote awareness of the FareShare mission
- Delivering customer service- the ability to deliver excellence through a competitive service offer to all stakeholders
- IT literacy, including Microsoft applications and managing information in different formats
- Excellent interpersonal skills and the ability to create good work partnerships with multiple stakeholders both internally and externally
- Ability to work systematically to agreed guidelines in the absence of close supervision
- Strong communication skills in generating work guidelines and generating strong relationships with the Regional Centre network.
- An innovative approach to Customer Relationship Management (CRM)
- Ability to recognise and address high priorities and when necessary link these elements to overall strategy
- Full clean UK driving licence and own vehicle is required

Competencies and Behaviours

- A commitment to Equal Opportunities
- Planning and prioritisation- develop and implement clear plans with defined outcomes and resource management.
- Communicating with impact- ability to influence across all media to establish commitment to organisational goals
- Dealing with change - the ability to act quickly decisively and positively to change
- Problem solving and decision making- the ability to anticipate, assess and deliver innovative solutions to problems with clear logical thinking

APPLICATION PROCESS

To register your interest in this role, please submit your CV and Cover Letter and Equal Opportunities form to recruitment@fareshare.org.uk to be considered for the position. Closing Date 4th of February 2018, midnight. Interviews will be held week beginning the 5th of February.

