



Community Research Advisor

Location & Benefits

Salary & Duration	£17,000 - £20,000	Employment Type	Full Time, fixed term until March 2019
Type of work	Office based	Closing Date	08 February 2018
Location	Sheffield		

Applicants are advised that occasional work may be required in other regions or areas.

To help you understand our regions, please refer to our website: www.fareshare.org.uk

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 9,000 charitable organisations across the UK to feed over 500,000 people every week. Last year this food generated a saving for UK charities of just over £16 million. More information can be found on our website www.fareshare.org.uk

However 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.

About FareShare Go

FareShare and the Irish social enterprise FoodCloud have been working together throughout 2016 in a partnership designed to help UK retailers address the issue of edible surplus food they may have within their stores. This innovative partnership, known as FareShare Go, brings together a technology platform and FareShare's knowledge of the UK charity food redistribution market. Using this App we are connecting charities with edible surplus foods. Initially this scheme has been working with Tesco, with a view to roll this service out to all retailers across the UK & Ireland in the longer term. More information can be found at: <http://www.fareshare.org.uk/fareshare-foodcloud-in-tesco-stores/>



Since launching the scheme last year we have already connected over 7,500 charities with over 2,700 stores. Our ambitious target is to rollout FareShare Go to four other retailers by 2019.

FareShare is looking for exceptional individuals, with the range of skills that will play a vital role in contributing to the success of this innovative project. As part of the FareShare team you will work with a range of inspiring individuals who care passionately about our mission, and the communities we serve.

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 can achieve the most for our clients/customers.



Role Responsibilities

In the role of Community Research Advisor you will be based in the Customer Team in Sheffield, supporting the Field Team to onboard new charities that can benefit from the FareShare Go programme. You will act as the first point of contact for charities, therefore you will need a sound understanding of the programme, and the ability to clearly communicate the benefits and process.

You will need strong organisational skills to arrange visits for a UK wide Field team, to enable the teams to conduct visits in the most time efficient and effective manner. Additionally, you will liaise with the Field team to organise meet and greets in the relevant regions.

- **Charity Recruitment and Lead Generation:** You will conduct desk based research to identify prospective new charities suitable for FareShare services. You will make initial contact by phone, assess charity eligibility and understand their needs and capacity for surplus food, in order to maximise the volume of food donated. You will effectively communicate the benefits of the programme, resulting in scheduling Welcome visits for Community Coordinators.
- **Food Safety, Data & Process:** You will have a sound understanding of the charity eligibility criteria and food safety; researching and recruiting charities against these guidelines. You will be responsible for maintaining accurate information and data records, plus contributing to any improvements to these systems where appropriate.
- **Retailer Engagement:** You will support the Field team in any retailer liaison needed in the organisation meet & greets.
- **Supporting FareShare Network Engagement:** We aim to become 'one FareShare'. As part of the Customer Team you may be required to work on joint initiatives with Regional Centres, which improve and grow the FareShare community, ensuring that charities have access to the FareShare service which best meet their needs.
- **Supporting Community Engagement:** You will support Community Coordinators with promoting and organising meet & greets. You will maintain the invite list and supporting materials. By ensuring all new charities have an opportunity to attend these meetings, you will be contributing towards building the important charity/retailer relationships and enhancing charity participation for the outset.
- **Supporting the Customer Team:** You may be required to undertake tasks and duties of other customer team roles as and when demand requires.



Person Specification

Essential Criteria

- Be confident and a capable communicator.
- Have strong relationship building skills.
- Have the ability to work independently, managing your own workload, plus play an active role in a high performing, collaborative team.
- Be methodical and organised, and demonstrate an ability to exceed expectations and results.
- Demonstrate an ability to prioritise work, in order to meet targets and deadlines.
- Have strong IT skills, with previous experience using Microsoft Word, Excel and Outlook and a Customer Relationship Management System.
- Be meticulous, with a proven history of maintaining accurate records.
- Have the ability to think innovatively and provide creative solutions to problems.

Desirable Criteria

- Level 2/3 Food Safety training is desirable, but training will be provided.
- Previous experience working in a sales or service-focussed role would be an advantage.
- Experience working in the food industry or in other similar environments.