

Job Description - Warehouse Supervisor / Manager, Central England Co-op Contract

Reporting to:	Head of Operations, East Midlands
Location:	CEC Hub, FareShare East Midlands Warehouse, Unit 4, The Oaks Industrial Estate, Narborough, Leicester, LE19 2GF
Hours:	30 hours
Salary:	£24,000 FTE subject to experience
Closing date:	Friday 19 October 2018
Interviews:	w/c 22 October 2018

About FareShare

FareShare now operates 21 Regional Centres around the UK. The majority of these are run by local charitable organisations we call 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 9,653 local charities and groups - our Community Food Members. Over the past year 16,992 tonnes of food were redistributed by FareShare Regional Centres nationwide, feeding 772,000 people every week. We operate across 1,500 towns, cities and villages and we save UK charities and community groups more than £28 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. 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 and achieve the most for our clients/customers.

The role

Working alongside the Warehouse and Customer Service Managers, and with a team of staff & volunteers to ensure the smooth running of all aspects of the day-to-day operations of the CEC hub and the highest standards of care towards our suppliers, volunteers and customers.

Main areas of responsibility

Communication & Leadership

- To build and maintain good working relationships with the Central England Co-op team, particularly the CEC Project Co-ordinator, with regular meetings, calls and reports
- To supervise staff and volunteer teams - a diverse group ranging from regular and long-term volunteers, placements (e.g. Job Centre) to business people having just a 1-day volunteering experience - to ensure that all shift duties are covered, and teams work effectively
- To work closely with the Head of Operations and Volunteer Co-ordinator with the recruitment, training and development of volunteers in the context of our commitment to Equal Opportunities
- To hold robust communication & daily briefings with staff and volunteers to ensure there is clarity on the day's activities and task/job assignment
- To undertake end of day reviews and planning for the next day's activities

Operations

- To coordinate the work schedule so that staff and volunteer cover is adequate to ensure that food deliveries (in and out) are dealt with effectively
- To carry out daily and weekly stock takes, Food safety and H&S audits
- To work to performance indicators so that stock is accurate and delivery routes are efficient to allow the organisation to grow
- To be willing to cover aspects of shifts at short notice - for example, driving a van or fork lift truck
- To ensure that all work areas - both inside and outside the warehouse - are clean, organised and safe to work in

Standards

- To ensure compliance with relevant Health & Safety, Food Hygiene and other standards applicable to the building, vehicles, refrigeration equipment, our staff and volunteers, carrying out risk assessments as required
- To work to the standards and processes agreed with the CEC as part of the project.
- To uphold and develop high quality customer care towards & communication with our Community Food Members (CFMs)
- To make continuous improvements to the way that we work; for example, evaluating CFM services, working with volunteers including volunteer training and development

Administration

- To ensure that food movements are accurately logged on the electronic stock management system
- To carry out depot administration, including running reports, correspondence with member groups, updating volunteer records
- To ensure that relevant administrative matters are dealt with in a timely way, for instance food safety traces & customer complaints.

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.

Essential Experience

- Experience of working in a warehousing operation, preferably in the food business
- Experience of supervision & organisation of staff, including volunteers
- Full driving license and experience of driving a commercial van

Essential Experience

- Experience of supporting training sessions or training updates
- Experience of working with individuals who may feel vulnerable or need support

Experience

Skills, knowledge & abilities

- Excellent, clear and proactive communication skills, both internal and with external stakeholders
- Team working & leadership skills, including both the ability to delegate and to develop people with a positive approach
- IT literacy, in particular of using Microsoft applications (Outlook, Word)
- Sound numeracy skills
- Good organisational skills including attention to detail, an ability to prioritise and meet deadlines working with own team
- Accredited Qualifications in Fork Lift Truck Driving (training will be provided if required)
- Qualifications in Food Hygiene, Health & Safety as it applies to food distribution (or if not it is essential that you have the commitment to training in these areas)
- All round good health and able to do physically demanding work at times

Competencies and behaviours

- A natural talent for leadership and initiative
- A positive and creative attitude in support of our FareShare & CEC values
- A motivation to collaborate with and develop others, with a demonstrable commitment to Equal Opportunities
- A flexible work approach, including a willingness to cover alternative shift rotas