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| Job Title: | Warehouse Manager |
| Reporting to: | Operations Manager |
| Location: | EMERGE, New Smithfield Market, Openshaw, Manchester M11 2WJ |
| Hours: | 37.5 per week |
| Salary: | £23,000 starting salary |

Main Purpose:

To manage the day to day operations of the FareShare Greater Manchester warehouse, which handles thousands of tonnes of surplus good food from the UK supply chain on an annual basis.

Tasks and Responsibilities

1. To provide agile day to day management of the FareShare GM warehouse including the co-ordination of daily work schedules and activities.
2. Ensure that all shifts are planned, controlled and staffed, and be prepared to work at short notice providing cover for shifts on occasion, including driving or navigating.
3. Provide a well organised, calm and friendly working environment for volunteers, staff and visitors that promotes good morale and team work.
4. Manage and use the in-house stock management database 'Gladys', with responsibility for the training of warehouse-focused staff and volunteers on the database.
5. Maintain good relations and communications with logistics providers, food donors and FareShare Community Food Members in receipt of FareShare foods.
6. Promote on and off site safe driving and delivery / collection practices, and ensure that the vans are roadworthy and legal (taxed and insured) and operating in accordance with the EMERGE transport management plan.
7. Work with the Operations Manager to improve existing safe working systems and activities, and develop new operational/logistic activity, leading on implementation as required.
8. Be responsible for the Health & Safety and security of the project, including warehouse, vehicles, staff and volunteers, visitors including Community Food Members collecting food.
9. Ensure daily compliance with all FareShare UK policies and procedures and industry standards as required by food donors and regulators.
10. To ensure that all staff, and volunteers adhere to the policies and procedures of EMERGE and FareShare Greater Manchester including safeguarding and the code of conduct.
11. To comply with monitoring and evaluation systems as required for the project's activities and report regularly to the Operations Manager.

12. To promote excellent customer care and ensure the service is delivered in ways that promote dignity and respect for others.
13. Supervise the warehouse staff on a day to day basis, ensuring that all staff are aware of their responsibilities and are able to carry them out; and be responsible for performance reviews when required.
14. Work with the Operations Manager to train volunteers and other work placement trainees within the warehouse.
15. To liaise with the Volunteering Team to assist in the co-ordination of the volunteer rota in order to cover for the needs of the team.
16. Supervise and support volunteers on a day to day basis in ways that encourage their engagement, development and progression.
17. To carry out any other duties which may be reasonably requested.

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| Place of Work: | EMERGE and FareShare Greater Manchester, Units E1- 8, New Smithfield Market, M11 2WJ. |
| Hours: | Up to 37.5 hours a week within the opening hours of 8.30am – 4.30 pm Monday to Friday. Some Saturday working will be required. |
| Contract: | Until 31 st March 2021 in the first instance. |
| Holidays: | 22 Days a year plus Bank Holidays |

Warehouse Manager Person Specification

| Person Specification | Essential | Desirable | Application Form | At Interview |
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| Experience of working at a co-ordination, supervisory or management level in one or more of the following settings: food redistribution, warehousing, stock management, a regulated environment. | ✓ | | ✓ | ✓ |
| Experience of being responsible for Health and Safety In the work place, of promoting best practice and with the ability to carry out risk assessments and provide mitigation strategies. | ✓ | | ✓ | ✓ |
| Excellent communication skills with a good standard of English – verbal and written including the ability to give briefings, short presentations, and facilitate group discussions. | ✓ | | ✓ | ✓ |
| A good understanding of food safety in the United Kingdom and willingness to secure a Level 3 Certificate (if needed). | ✓ | | ✓ | ✓ |
| Experience of managing and supporting staff and volunteers including the supervision of delegated tasks. | ✓ | | ✓ | ✓ |
| Excellent team working and leadership skills: Ability to work as the leader of a busy team, promoting good team morale, a can-do approach, and able to de-escalate differences of opinion. | ✓ | | ✓ | ✓ |
| Ability to plan effectively, manage multiple priorities and obligations to ensure daily objectives are achieved and coordinate resources to ensure deadlines are met. | ✓ | | ✓ | ✓ |
| Ability to use initiative, problem solve and make competent decisions, recognising when an issue needs to be shared with a senior manager. | ✓ | | ✓ | ✓ |
| A positive attitude and motivation to collaborate with others in the community sector and in partnership with organisations with shared aims; commitment to and a working knowledge of equality & diversity. | ✓ | | ✓ | ✓ |
| Proven ability to use a variety of ICT equipment and software packages, in particular databases and Microsoft applications (Outlook, Excel, Word). | ✓ | | ✓ | ✓ |
| Commitment to the 3Rs of waste reduction, re-use and to the mission and values of EMERGE and FareShare. | ✓ | | ✓ | ✓ |
| A high degree of personal motivation and a willingness to learn new skills, taking on challenges and undertake relevant training. | ✓ | | ✓ | ✓ |
| Either hold a CRB certificate or be willing to have a CRB check. | ✓ | | ✓ | ✓ |
| Full driving licence and willingness to drive for work purposes. | ✓ | | ✓ | ✓ |
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| Desirable | | | | |
| Knowledge of the Greater Manchester area | | ✓ | ✓ | ✓ |
| Fork lift driving or willingness to train. | | ✓ | ✓ | ✓ |
| Delivering training to staff and or volunteers. | | ✓ | ✓ | ✓ |
| Qualified to a level 3 in food hygiene. | | ✓ | ✓ | ✓ |