


Page 1 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	May 2019



This post is supported through the Community Fund

Position:	FareShare Development Manager
Hours:	37 hours (Mon – Fri, there may be a requirement to work the occasional weekend and evenings)
Salary:	Circa £28,000
Reports to:	Head of Development
Base:	Malmo Road, Sutton Fields, Hull


Summary of Purpose

- Undertake overall leadership of the FS project in accordance with Goodwin's charitable objectives and strategic plan agreed with Trustees and in line with FareShare national standards
 - Ensure that the performance and profile of Goodwin Development Trust and the FS project is maintained at a high level and that the depot generally is an exemplar within the FareShare Network and in its field
 - Work with the Head of Development, SMT and Board of Trustees to develop new approaches to ensure sustainability of FS project
-

Main Duties/Responsibilities

Strategic Direction & Leadership

- Provide strategic direction, leadership and management of FS ensuring that its objectives, targets and outcomes are achieved within budget, on time and to the required quality standards.
- Lead on FS's Strategic Plan, including opportunities for income generation and growth and ensuring its long-term sustainability.
- Provide operations leadership, direction and support to staff to ensure high standards of service delivery in accordance with both Goodwin and FareShare National policies and procedures whilst ensuring statutory compliance.
- Ensure consistency of vision, ethos and operational standards between Goodwin and FareShare National.
- Build strong relationships and develop partnership working with stakeholders at all levels and across sectors.


Page 2 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	

Operations and Performance Management

- To provide leadership and support to the staff team in their management of the depot, including operating the depot to ensure a safe, effective, efficient and quality service to Community Food Members (CFMs) and volunteers. That further includes:
 - Maintain and develop a diverse network of Community Food Members (CFMs) in line with strategic and annual plan
 - Ensure sufficient food supplies to meet CFM needs and delivery objectives through building and maintaining relationships with local and national food companies
 - Uphold and develop high quality customer care towards CFMs
 - Work closely with FareShare National and the Network to introduce new models of working with CFMs and support the staff and volunteers with the implementation of those models
 - Oversee the accurate and timely collection and collation of all documentation for food collection and distribution via GLADYS; preparing statistical and other reports for local use and FareShare National
 - Liaise with Head office, regulatory and statutory bodies as required to ensure legal, regulatory and best practice compliance
 - Management and co-ordination of all FS Projects (multiple) including setting framework, monitoring progress, financial controls and quality
 - Identify and develop contingencies and alternative solutions to meet multiple Project objectives and targets
 - Plan and manage resourcing for new Projects, including budgets, staffing and compliance
 - Project manage key events and initiatives to deliver agreed targets
 - Overall responsibility for compliance with relevant legislation and policy in particular Health and Safety, Employment Law, Charity Law and Environmental Law
 - Ensure rigorous recording, monitoring, reporting and evaluation against performance targets to the Head of Development, SMT, Trustee Board and Funders.

Financial Management

- Responsible for sound financial management of FS finances through maximising revenues, controlling costs and effectively mitigating financial risks
- Prepare financial plans and annual budgets for FS, with Head of Development and the Finance Team
- Contribute to financial reports and annual accounts and process invoices, accounts and claims
- Manage and operate with the agreed operational annual budget
- Work with the Finance team to develop internal KPI and efficiency indices.

Page 3 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	

People Management

- Provide leadership, direction and support to staff to ensure continuity and high standards including the Volunteer Manager and volunteers.
- Establish and maintain an ethos within the depot which is people centered, in line with HR, and features a strong commitment to diversity and equality of opportunity.
- Coordinating, management and development of staff through ensuring strong CFM relationships.
- Inspire, motivate and lead staff, ensuring that morale is high and employment policies and procedures are at all times legally compliant and reflect best practice in the sector.
- Work with SMT and FareShare National to develop best practice for the management, development and engagement of volunteers and develop employability programmes for our volunteers

Development & Growth, including Income Generation and Fundraising


- Ensure that FS meets its ambitious strategic growth targets
- Research, identify and recruit new CFMs
- Work with the FareShare National to research, identify and recruit local food suppliers
- Prepare and implement a fundraising strategy and plans to meet the objective of financial sustainability for FS
- Prepare and submit applications to grant giving bodies, submitting regular reports to funders of successful application
- Design and deliver successful fundraising campaigns via grants, individual / corporate donors, activities, events, sponsorship etc.
- Investigate client satisfaction levels and identify business development opportunities

Relationship Management

- Operate as the Regional representative of Goodwin and FareShare National
- Ensure positive relationships with key partner organisations and stakeholders seeking to influence policies and activities for the benefit of FS and to secure resources for FS to deliver its objectives.
- Build and maintain good working relationships with food suppliers and CFMs
- Engage with decision makers including MPs, Councilors, industry leaders and community champions to position FS and advocate its objectives.
- Manage FS brand, image and reputation, ensuring its role and remit is understood, and that it is seen as a quality operation within Goodwin's standing as an effective charity and a beneficial presence in the local community

Marketing & Communications

- Promote the work of Goodwin Development Trust positively and proactively through the press, media, Community Food Members and other stakeholders

Page 4 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	May 2019

- Represent FS in a wide range of setting including with the media, corporate and community organisations, acting as an ambassador to promote Goodwin Development Trust, its work and raise its profile
- Respond to local media enquiries and contribute to national communication campaigns
- Market and promote FS to member organisations and potential donors

General

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility

The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.

The post holder must be flexible to ensure the operational needs of GDT and partnership organisations are met. This includes undertaking duties of a similar nature and responsibility as and when required.

GDT is committed to safeguarding and promoting the welfare of every child, vulnerable adult and service user and expects all staff and volunteers to share this commitment and participate in training as required. The post holder shall comply with measures that are introduced to ensure equality of opportunity and non-discrimination and will be expected to promote and follow all current Goodwin Development Trust policies and procedures.


It is GDT's policy that all staff, volunteers and trustees must undergo a Criminal Record Bureau (CRB) check prior to recruitment and every 3 years thereafter.

The Health & Safety at Work Act (1974) and other legislation places responsibilities for Health & Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health and Welfare of him/herself and other employees in accordance with legislation and GDT specific Health & Safety policies and procedures. It is the responsibility of the individual to inform the Health & Safety Department and their line manager (In Strictest Confidence) of any health related issues which could affect their work duties and require measures to be implemented to ensure the postholder can carry out their duties safely.


Where the post holder is disabled every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If however, a certain task proves to be achievable then job redesign will be given full consideration.

It is the responsibility of the individual to inform the Health & Safety Department (In Strictest Confidence) of their medical history and any changes which could affect their work duties.

Person Specification


Page 5 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	May 2019

Technical Competencies (Experience and Knowledge) (Please also include here qualifications required to carry out the role)		Essential (E) or Desirable (D)
T1	Level 3 Food Safety	D
T2	Forklift Truck License or willingness to train	D
T3	Proven leadership of multi-dimensional projects from operational and strategic perspectives	E
T4	Financial management, including control over income and expenditure and performance measures	E
T5	Working with and developing volunteers who may feel vulnerable or need support	D
T6	Leadership management skills - including the ability to motivate and develop people to deliver high levels of performance	E
T7	Development of project marketing and media campaigns to increase brand awareness and profile	E
T8	High level communication skills and ability to engage at all levels with diverse external stakeholders.	E
T9	Developing long term partnerships with external stakeholders in achieving strategic goals	E
T10	Experience of working in a regulated environment and demonstrable risk assessment capabilities	E
T11	Problem-solving skills and the ability to make effective decisions 'on the spot'	E
T12	Confidence and bearing to act as an ambassador for Goodwin to diverse audiences of external stakeholders strengthening the brand and raising awareness.	E
T13	Strong presentation/facilitation skills to promote awareness of the Goodwin mission	E
T14	Delivering customer service - the ability to deliver excellence through a competitive service offer to all stakeholders	E
T15	IT literacy, in particular of using Microsoft applications	E
T16	Excellent interpersonal skills and the ability to create good work partnerships with multiple stakeholders both internally and externally	E
T17	Ability to work systematically to agreed guidelines in the absence of close supervision	E
T18	Strong communication skills in generating work guidelines and generating strong relationships with the Regional Centre network	E
T19	Ability to recognise and address high priorities and when necessary link these elements to overall strategy	E
T20	A commitment to Equal Opportunities	E

Page 6 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	May 2019

T21	Planning and prioritization - develop and implement clear plans with defined outcomes and resource management.	E
T22	Communicating with impact - ability to influence across all media to establish commitment to organisational goals	E
T23	Dealing with change - the ability to act quickly decisively and positively to change	E
T24	Full, ideally clean, UK Driving License	E
T25	Teaching qualification, ideally with a Warehouse & Logistics specialism	D
T26	Assessor / Verifier qualification relating to Warehouse & Logistics	D
Core Competencies		Level
C1	Planning & Organisation	3
C2	Problem Solving & Decision Making	3
C3	Reliability	3
C4	Change Orientation	3
C5	Report Writing	3
C6	Influencing, Persuasion and Negotiation Skills	3
C7	Communicating	3
C8	Customer & Client Service and Support	3
C9	Leadership & Management	4
C10	Team Work	4
C11	Creative and Strategic Thinking	3
C12	Financial Management	3
C13	Equality & Diversity	4
C14	Working Restoratively	3
C15	Health & Safety Knowledge & Experience	3

Mandatory Training Relevant to the Role (Training will be provided)


Page 7 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	May 2019

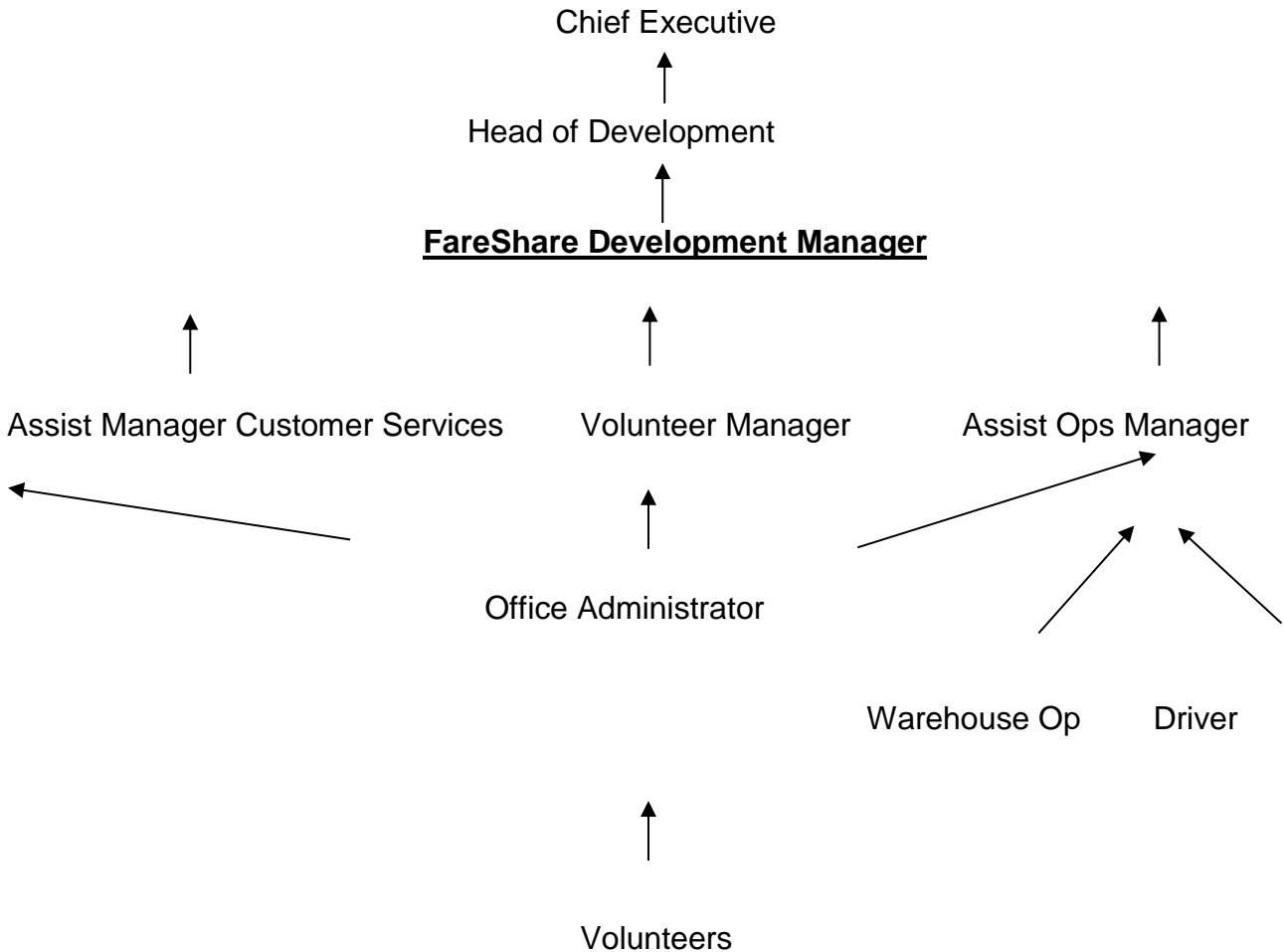
Training	Essential	Desirable	N/A
Administration & Management of Medicines			X
Confidentiality & Data Protection	X		
Conflict Management (Managing Aggression & Violence)	X		
Customer Services Training	X		
Drugs & Alcohol Awareness		X	
Equality & Diversity Awareness	X		
Emergency First Aid at Work	X		
Fire Extinguisher Training	X		
Fire Safety Awareness/ Fire Marshal Training	X		
First Aid at Work Appointed Person	X		
Food Hygiene Awareness/Food Safety	X		
Health & Safety Awareness	X		
Health & Safety COSHH		X	
Health & Safety IOSH Directing Safely		X	
Health & Safety IOSH Managing Safety		X	
Induction to Care			X
Infection Control			X
Internal Verifier Trainer		X	
ITQ Level 1 (IT Qualification)	X		
ITQ Level 2 (IT Qualification)		X	
Lone Working Procedures	X		
Manual Handling (Handling & Moving)	X		
Medication Awareness			X
Mental Capacity Act		X	
Mental Health First Aid		X	
Moving and Handling with Hoist			X
Moving People Safely			X
Paediatric First Aid (Early Years)			X
Performance Review Training	X		
Restorative Practice (Introduction & Effective Circles)		X	
Safeguarding Adults	X		
Safeguarding Children		X	
Train the Trainer		X	

Department Structure

Board of Directors




Page 8 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
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Review Arrangements:

The details contained in this Job Description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the job description will be revised from time to time and GDT will consult with the post holder at the appropriate time.			
Version No:		Version Effective Date:	
Name employee:			
Signature:		Date:	
HR Department:			
Signature:		Date:	

Page 9 of 6	JOB DESCRIPTION & PERSON SPECIFICATION		
Post:	FareShare Development Manager		
Last Version Date:	N/A		
Version No:	2	Version Effective Date:	May 2019