

FareShare

Job Description - Food Partner Support Officer

Reporting to: Food Commercial Manager
Location: Deptford, London with some travel within the UK
Contract Type: Fixed Term until end of March 2020
Hours: 35 Hours
Salary: £25,000 pro rata

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.

FareShare aims to be an equal opportunity employer



The role

This important role will engage with the food industry to bring in donations of surplus food, and then manage those donations through to delivery at a FareShare warehouse. This key role will engage with current food donors, maintaining and growing these relationships to secure more food, as well as ensuring they receive exemplary customer service and are motivated to continue donating their product to good causes. This role sits within the Food Coordination Team which is responsible for relationship management of our regular food donors as well as liaising daily with the food industry to get donations, allocate food, organise transport and logistics, and maintain our databases. We are looking for motivated self-starters who are looking for a busy role which is all about providing exemplary customer service. You'll have first class communication skills and will excel in acting as an ambassador for FareShare, to help us further our mission of diverting good food to good causes.

Main areas of responsibility

Food Industry Engagement

- Act as main point of contact for a portfolio of existing food partners
- Engage with accounts to prompt donations of food through regular phone, email and face to face contact
- Ensure offers from accounts are promptly picked responded to, thanked for and delivered to our Regional Centres
- Work closely with the marketing team to provide regular food partner reports, case studies, thank you's, and recognition on social media
- Capture feedback from our food partners about the FareShare service
- Keep key account information recorded in our CRM system
- Where required, conduct review meetings to other opportunities to capture food
- Ensure that any problems with donations are quickly and promptly resolved
- Ensure account opportunities that are of interest to the fundraising and marketing team are followed up with
- Work in conjunction with the commercial managers in the hand over process from new accounts to business as usual

Food allocation support and Industry Liaison

- Co-ordinate the allocation of stock offered from your key accounts to our regional centres
- Arrange the necessary transport and maintain timely records of allocations.
- Ensure food is allocated fairly across the FareShare network and that take up of food is maximised
- Provide excellent customer service to FareShare Regional Centres, via phone and email.

Team and project support

- Support the Food Team members as required, including note-taking at team meetings
- Provide assistance and coordination with Food team projects as required.

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- Feedback to the team ideas for improving the existing processes and operations linked to the provision of food to the network

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.

Skills

- Results driven self-starter with a good ability to work under pressure, who enjoys ticking multiple tasks off the to-do list
- Excellent communication and presentation skills, with the ability to change tone for different stakeholders.
- Team player with a positive and collaborative attitude, who enjoys working with others to help achieve broader objectives
- Great problem solving and decision making skills, and ability to back up decisions using data and analysis
- Very well organised with excellent attention to detail, comfortable using own initiative, developing a list of priorities and managing the workload
- A willingness to get stuck in and support other areas where support is required
- A people person who enjoys communicating with customers and our Regional Centres. Excellent phone manner and email communication style.
- Able to present FareShare with pride and act as an ambassador
- Proactive with suggesting process improvements or creative solutions to challenges.
- Good computing skills including a good working knowledge of Excel and Outlook

Experience

Essential

- Proven ability to build cross functional relationships with a customer service focus
- Knowledge of and interest in Sustainable Development, Corporate Social Responsibility and experience of its application within the business environment
- Excellent, proven organisational skills
- Proven ability to form good working relationships, both internally and externally

Desirable

- Experience of working within the food industry or within a logistics or supply chain setting
- Some relationship management experience would be ideal

Competencies and behaviours

- An understanding of, and passion for, the mission and values of FareShare

- Able to demonstrate respect for work colleagues and FareShare beneficiaries
- A positive and “can-do” attitude