

FareShare Go Programme Manager - Maternity Cover

Reporting to: Head of Network Partnerships
Location: Sheffield
Hours: 35
Employment type: Maternity cover (Aug 2019 for 12 months)
Salary: £35,000 - £40,000

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.

About FareShare Go

FareShare and the Irish social enterprise FoodCloud have been working together since 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.

Since launching the scheme last year we have already connected over 7,500 charities with over 2,700 stores.

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 programme. As part of the FareShare Go 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 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

As the FareShare Go Programme Manager, maternity cover this is a fantastic opportunity for you to work on an established and multi-award winning programme that will continue to develop voluntary sector led solutions for store level surplus across the UK.

You will work collaboratively with a range of exceptional people and partners. We are seeking a Programme Manager who can continue to sustain and maintain the fantastic growth and outcomes of this award winning programme. To do this you will need to balance critical and sometimes conflicting deadlines, demonstrate financial acumen, whilst supporting the management of a vast array of complex relationships and teams.

Working alongside another Programme Manager, you will manage the programmes significant budget, manage important external relationships, support the UK wide teams to deliver key objectives, with daily accountabilities for the project teams and the Sheffield office.

The successful candidate for this role requires a strong working knowledge of the 'not for profit' sector, high levels of commercial acumen and strong relationship management and emotional intelligence. You will be able to demonstrate that you have a proven track record managing large and complex projects in a range of contexts and building connections and relationships.

This role will continue to build long term sustainability as this programme becomes a part of FareShare's business as usual. Successful candidates will not only be able to demonstrate strong project management capability, but also think about the bigger picture and the projects integration into the whole FareShare network and strategy. Therefore you must have the ability to work collaboratively with others and act with integrity and professionalism.

Main areas of responsibility

Line Management

Provide management and leadership for 5 Regional Managers and 1 Customer Manager, plus provide oversight of running the Sheffield Office hub, ensuring that all team members are clear on their roles, responsibilities and are delivering to expectations. Additionally work with key teams across FareShare, including the Information Centre, HR and Finance to deliver outcomes across the programme.

Account Management

Management of the largest FareShare Go store surplus redistribution programme with our key retail partner, ensuring the team is delivering to agreed KPIs and providing excellent customer service. Critical to this area of work is the oversight and management of new initiatives, trials and development projects in order to continue to improve and sustain this programme.

KPIs and targets

Working with both internal and external stakeholders to ensure the team is delivering to agreed KPIs; tracking monitoring, reviewing and reporting on appropriately.

Financial Management

Management of the complex FareShare Go retailer budgets, working closely with the Finance Department and other key stakeholders to ensure budgets are tracked, reviewed and monitored appropriately.

Relationship Management

Maintaining and managing important stakeholder relationships with internal colleagues and teams, including Senior Leadership and Senior Management Team. Plus playing a key role in the relationship with our critical technology partners FoodCloud.

Personal Specification

Experience of

Essential

Line Management of managers and managing high performing teams;

Account Management experience of working on complex projects with multiple stakeholders with differing needs and objectives;

Working in fast paced and changeable environment, with often a complex workload;

Working to understand the customers' needs and then delivering (through teams) and reporting against these;

Managing significant and complex budgets;

Relationship management of senior internal and external stakeholders.

Desirable

Management and growth of large scale projects

Working in the Not-for-profit sector

Knowledge and Skills

Excellent programme management skills, utilising a range of tools to achieve project targets and deliverables

Exceptional interpersonal skills and the ability to build trust and confidence

High levels of attention to detail to be able to analyse key data sets, information and trends, specifically related to performance and budgets

Outstanding written and verbal communication skills and relationship management skills

Highly organised and efficient, to be able to manage competing deadlines and complex workloads, often under pressure

Analytical thinking and problem solving to the various issues and challenges of the programme to lead your team towards solutions.

Strong networking and influencing skills

Highly IT literate and be able to use a range of systems to access and interpret data and information

Behaviours

Highly professional and able to understand and represent FareShare to charities, Senior management, volunteers, staff and retailers.

Diplomatic, rationale and practical

Supportive, open and encouraging

Committed to supporting and contributing to One FareShare - supporting all areas of the organisation.