

## FareShare

### Job Description - Food Supply Manager

**Reporting to:** Head of Food  
**Location:** Deptford, London  
**Hours:** 5 days (35 hours)  
**Salary:** £35k - £40k depending on experience

### 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 10,943 local charities and groups - our Community Food Members and Associates. Over the past year 19,519 tonnes of food were redistributed by FareShare Regional Centres and FareShare Go nationwide, our charity network serves 924,000 people every week. In 2018 our impact was felt in at least 1,960 towns, cities and villages, helping UK charities and community groups avoid costs of more than £33m and delivering over £70m value to the UK taxpayer.

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

This important role is pivotal to ensuring that FareShare accepts and distributes the surplus food that becomes available across the UK to support our Regional Centres and the charities and community groups they serve, whilst also ensuring that FareShare provides a fast, professional and reliable service to food industry partners.

You will manage the team responsible for managing the supply of food, liaising with the food industry and the FareShare network. You will work with our Network team and Food Commercial Managers to maximise the volumes of food we redistribute. You will be responsible for managing the logistics and ensuring efficient allocation and cost effective distribution to the 21 FareShare Regional Centres. Working with appropriate colleagues, you will identify and develop new innovative approaches and improvements to our systems and processes to support the ambitious volume growth plans we have for the FareShare network.

Your knowledge of the food supply chain and your passion and leadership will make a significant contribution to the increased social and environmental value FareShare and its partners provide

## Main areas of responsibility

### Management

- Lead the Food Co-ordination team, managing, motivating and coaching individuals as required
- Ensure that resource is planned adequately to meet work flow requirements including through periods of holiday and sickness
- Contribute to the strategic development and performance of the wider Food, Operations and Network Team

### Food offers

- Be responsible for the food offers programme through the management of the Food Co-ordination team who are responsible for organising the processing and allocation of food offers and associated logistics on a daily basis
- Monitor food offer acceptance and response rate, work with network development team and Commercial Managers to identify ways to maximise the uptake of food.
- Ensure feedback from Regional Centres is captured to aid this
- Capture data related to our food offers programme including requests, rejections, responsiveness to food offers and waste

- Monitor distribution of food across the Network and review against agreed Network and regional centre plans as far as is practically and economically possible and in line with overall food growth
- Oversee customer service to the food industry, ensuring we are welcoming, prompting and efficient.
- Manage the on boarding on new food suppliers, thanking and reporting to partners including smaller food businesses until they transition to management by the Food Commercial Team

## Logistics

- Develop our transport strategy with a focus on cost, efficiencies, and developing relationships with the industry
- Manage and build relationships with the haulage sector including generating leads, presenting and engaging companies and industry bodies. Developing financially sustainable relationships with transport companies that can support through lower cost transport, storage, or food industry engagement
- Project manage new transport trials, for example exploring FareShare fleet management or trialling technologies to help us make efficient transport decisions.
- Be responsible for the transport budget, reporting performance to the wider team and ensuring that decisions are made in line with budget spending priorities

## Systems development

- Develop our food offers and CRM systems, enabling the team to streamline their work activities and improve the quality of data available
- Give improved visibility to depots and develop easier and improved ways for them to respond to food offers
- Work with Network Team to identify opportunities for improved stock accuracy on intake
- Develop innovative, easier and improved ways for the food industry to offer food to FareShare

## Forecasting

- Work with the Information Centre at FareShare to develop systems and processes to forecast the food requirements of our members, both currently and based on the Regional Centre growth plans
- Analyse supply and demand patterns, identifying the key food products and categories and volumes required and any changes to Regional Centre supply
- Relay information on food requirements to the commercial team and monitor change against key categories and areas of need

## Skills & Experience

### Essential

- Experience of managing a team in a customer service environment
- Food industry supply chain demand planning or forecasting experience
- Experience of working with the logistics sector
- Ability to manage multiple stakeholders, prioritising workload
- Have identified and developed system and process enhancements and improvements
- Experience of building and maintaining relationships with external partners for example food businesses, logistics businesses, funders etc.
- Project management and coordination skills
- Ability to use and manipulate data and draw conclusions
- Excellent communication skills including influencing and presenting skills
- Excellent analytical and problem solving skills
- Excellent time management skills including an ability to prioritise long term projects and goals
- Determination and drive to succeed
- Good IT competence including an understanding of technology driven processes

### Preferred

- Experience of managing haulier contracts
- Educated to degree level
- Understanding of and motivation towards issues relevant to sustainability
- Experience of managing budgets