FareShare

IT Project Manager

Reporting to: Systems & Support Manager
Location: Based in Sheffield. Travel across the UK including to London office.
Hours: 35 hours a week (2-year fixed term contract)
Salary: £38,000-42,000

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'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

At FareShare we build relationships with thousands of charities and community groups, and support them with surplus food. When there's an opportunity to do more, the Information Centre creates or improves the tools to do the job. We're currently on the cusp of a big shift in data maturity, with extra data analytics capacity, substantial funding to embed CRM, integration of food logistics and launch an e-learning platform across our Network.

This role is integral to managing and supporting an expanded team of 11, ensuring that the work the Information Centre is doing can land across our 21 regional centres. As well as project managing the roll-out of systems such as e-learning and CRM from a user perspective, you will support the User Co-ordinator to translate business needs into tangible projects, ensuring the voice of the user is heard throughout, and consult with leaders across FareShare to ensure smooth implementations. Whether supporting large system rollouts or improving knowledge, learning or usage of existing tools, you help FareShare improve and work more efficiently.

FareShare believes that no good food should go to waste, and it is your job within the Information Centre to support a passionate team to achieve this. Whether finding new ways to understand and facilitate great relationships, proactively anticipating emergent business needs and creating the tools needed, or reflecting on what we have learnt so far, our team is enabling FareShare to achieve great things through technology.

Person Specification

Analysis & Leadership
Work within the Information Centre to turn complex problems into real solutions. Work closely with internal product owners to review business requirements, provide analysis and create clear projects to improved performance.

Help take the charity on a data maturity journey, steering cultural and skills change within our volunteer and staff workforce, and ensuring the charity has the legacy structures to maximise the new systems and tools.

Data & Tools
Project manage the roll-out of our main system changes – across CRM and e-learning.

Work with the Information Centre's Data Analysts,
Data Engineer and Developers to fully evaluate the scale of problems, the potential
for process improvement, and the success of launched systems.

Skills & Culture
Be passionate about learning and development, and bring that out in others across the
team. Foster positive change, new ways of working and a solid understanding of best
practice in using FareShare's systems.

Activities

- Manage resources for projects including the tools, equipment, and relevant employees within the FareShare Information Centre
- Line manage and coach staff and develop team skills and functionality
- Develop and implement strategies effective in delivering projects which progress FareShare along the Data Maturity Framework, and are within set budget and time constraints
- Co-design and co-lead on implementation of change management processes
- Use project management tools and technique to track project performance
- Maintain project risk registers, and remove operational blockers which impede the team's progress
- Draft presentations to communicate project progress to your line manager, Head of Organisational Development, and the wider senior leadership team and network team
- Ensure smooth transition from old systems to new ones
- Maintain up-to-date knowledge on the technology landscape. Identify gaps and help design technology strategies and solutions to bridge gaps to better achieve FareShare's progress on the Data Maturity Framework

Essential Criteria

- Extensive experience of delivering on-the-ground IT projects excellently and at scale
- Experience of change management entered around IT systems, ideally with CRM delivery and integration projects
- Experience of managing others
- Experience of managing budgets and demonstrating value to funders
- Knowledge and experience of change management principles and techniques
- Detail-oriented with the ability to self-direct work in an unstructured environment
- Excellent analytical and written/verbal communication skills and ability to communicate credibly with external partners, diverse business leaders and internal development teams
- Excellent communication skills and proven ability to build and deliver presentations to leaders
- Experience of working with external contractors to design and run change projects
- Experience of collaborating across multiple teams to reach a goal
- Commitment to FareShare's mission and values
- Quick to learn new technologies
- At ease presenting to large groups or communicating one-to-one

Desirable Criteria

- Experience of Salesforce CRM or LMS roll-out at scale
- Experience of Agile methodologies and their practical application
- Experience of Objective & Key Results setting
- Experience of working with a federated or partnership structure
- Experience of working in the third sector