

## FareShare

### Learning and Communications Co-ordinator

**Reporting to:** IT Project Manager  
**Location:** Based in Sheffield. Travel across the UK including to London office.  
**Hours:** 35 hours a week (2-year fixed term contract)  
**Salary:** £23,000-27,000

## 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 the launch of an e-learning platform across our Network.

In order to land all the systems changes, make them work brilliantly for our staff and volunteers, and create legacy beyond the roll-out of the project, we need a Learning and Internal Comms Co-ordinator to focus on user experience across our 21 regional centres and 3 offices. We have 1,200 volunteers, 170 staff and more than 150 partner charity staff who will use our systems - and we need to make them fit for purpose for all levels of digital literacy and confidence.

As a Learning and Internal Comms Co-ordinator, you'll work within the Information Centre, with internal stakeholders and external consultants to ensure that our communications systems and learning strategy come to life and embed all the digital changes across the Network. You'll be responsible for the day-to-day management of delivery and evaluation of any training or learning provision, as well as getting the right comms out to the Network through our Wiki, Slack and other remote comms platforms.

FareShare believes that no good food should go to waste, and it is your job within the Information Centre to work with a passionate team to achieve this. Whether finding new ways to upskill our staff and volunteer workforce on their digital journey, creating the learning and comms needed to embed our transformative systems and processes, 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 learning requirements, provide analysis and create clear projects to improved legacy and performance of systems.

Collaborate across teams ensuring the needs of the user are at the heart of everything we do.

## Data & Tools

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

Act as the learning and development expert for all Information Centre products.

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

- Conduct organisation-wide training needs assessment and identify skills or knowledge gaps that need to be addressed
- Map out training plans for cohorts of FareShare employees and volunteers affected by new system launches
- Support the design and develop training programs and design and prepare educational aids and materials
- FareShare expects candidates to have and maintain up-to-date knowledge on education principals and contemporary training methods
- This post will be supporting the selection of appropriate training methods or activities (e.g. E-Learning, mentoring, on-the-job training, classroom) relevant to each area of learning
- Work with e-learning consultants to design appropriate modules and with the FareShare marketing team to crate in-house video content
- Gather feedback after each training session conducted, evaluate and improve where needed
- Maintain updated curriculum and training records and manage and maintain in-house training facilities and equipment ready for handover at the end of the fixed term

## Essential Criteria

- Experience of working with a variety of internal stakeholders to understand learning outcomes and design comms and training to embed digital change
- Experience in designing and delivering F2F, e-learning or virtual / blended learning programs
- Ability to clearly and effectively communicate learning needs and outcomes to external consultants and internal stakeholders
- Be passionate about resolving user pain points and creating comms and learning that works for our network
- Ability to work in a team with a range of skills and background, everyone from developers to frontline warehouse staff
- Experience in project management (demonstrated ability to coordinate people, resources, budgets to hit objectives & timelines)
- Detail-oriented with the ability to self-direct work in an unstructured environment
- Excellent analytical and written/verbal communication skills

## Desirable Criteria

- Experience of Salesforce or LMS roll-out at scale.
- Experience of working with a federated or partnership structure.
- Experience of working with volunteers.
- Experience of working in the third sector.
- Experience of delivering training to a diverse workforce, including frontline/warehouse staff;
- Agile project management trained.