

FareShare

User 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 launch 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 User Co-ordinator to focus on user experience across our 21 regional centres and 3 offices. We have 1,400 volunteers, 180 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 User Co-ordinator, you'll work within the Information Centre to ensure all problems are fully understood. You'll be responsible for scoping and assessing non-functional requirements, conducting user acceptance testing, and supporting on the design, delivery and evaluation of any training or learning provision.

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.

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

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions
- Performing requirements analysis
- Performing user acceptance testing
- Serve as a liaison between users, operations and Information Centre
- Assess and monitor the update and usage of launched systems, creating improvements where adoption is lower than anticipated
- Maximise internal adoption of new systems
- Understand barriers for adoption and recommend resolution, and identify the processes and information technology required to reduce barriers for adoption
- Produce written documentation to support your work, report on your findings and to present to stakeholders when necessary
- Project Plan for each new internal product/module launch
- Evaluation reports of impact of new system usage.

Essential Criteria

- Experience of working with a variety of internal stakeholders to understand requirements and design user experience;
- Ability to clearly and effectively communicate design processes, ideas and solutions to teams and developers;
- Be passionate about resolving user pain points and embedding products that work for our network, employees and volunteers;
- Experience in designing and delivering F2F, e-learning and virtual / blended learning programs;
- Ability to work in a team with a range of skills and background, including developers and engineers;
- 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 in the third sector.
- Agile project management trained.