**FareShare**

Job Description – Community Coordinator

**Reporting to:** Development Manager

**Location:** East Anglia
**Type of work:** Field based

**Employment type:** Full Time, fixed term contract until 1 March 2021

**Salary:** £21 000 – 23 000

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**

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. More information can be found on our website www.fareshare.org.uk

# **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 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**

As a Community Coordinator, your role will focus on the growth and sustainability of our network of community food groups in the region. The successful candidate will be an exceptional communicator, with an approachable nature who will play a vital role in developing and maintaining charity and retailer relationships, plus raising awareness of the Regional Centre and FareShare Go across East Anglia.

The Community Coordinator will work across the region, with the following key outcomes

* **Charity Account Management:** You will carry out Welcome Visits for new charities and Annual Visits for those already connected to FareShare. Through careful preparation, delivery and follow-up of these visits, you will be responsible for ensuring that agreed KPIs are reached and maintained for the Regional Centre and FareShare Go. Using your analysis of charity needs, plus a thorough knowledge of the services FareShare offers in the region, you will use these visits to solve any problems that may arise, as well as add value for our charity partners.
* **Sustainability and Compliance:** You will work with the relevant teams to maximise the amount of food received by charities in the region. Through excellent account management of charity partners connected to both the Regional Centre and FareShare Go, you will ensure the sustainability of FareShare’s offering in East Anglia. You will regularly visit our charity partners in person to build relationships and complete food safety checks.
* **Community Capacity Building:** When you visit and build relationships with charities, you will seek opportunities to enable and empower them to increase their capacity and ability to take more food, more often, to ultimately increase the redistribution of surplus food to those in need.

* **Retailer Engagement:** You will play a key role in maintaining strong retailer relationships across your region. You will take an active role in any meet and greets with retailers, where required. Plus you will be responsible for maintaining regular contact with the relevant retail stakeholders in your region, sensitively dealing with any issues in a professional manner, as and when they arise.
* **FareShare Network Engagement**: We aim to become ‘One FareShare’. The Community Coordinator roles are an integral part of our FareShare network and you will work closely with both your immediate team in the Regional Centre and your FareShare Go colleagues. You will work on joint initiatives which improve and grow the FareShare community, ensuring that charities have access to the FareShare service which best meet their needs.
* **Community Engagement:** You will work with colleagues in the region to ensure that we are continuing to build and grow the FareShare community. You will take an active role in attending community events and networking activities to raise FareShare’s profile and generate interest in the surplus food schemes we offer.
* **Regional Centre Support**: You will occasionally be needed to provide cover in the Regional Centre. This will involve supporting in the warehouse with stock intake, entering data onto the stock control system, allocating food and preparing food orders for our Community Food Members.

# **Person Specification**

### **Essential**

* Have exceptional relationship building skills with a range of stakeholders
* Be a strong communicator who is able to engage with a variety of audiences.
* Be confident and assertive in handling difficult situations, whilst demonstrating calmness and professionalism
* Demonstrate strong problem solving skills
* Self-manage your own performance and workload.
* Have initiative and innovative thinking, in order to shape new/different ways of working
* Be organised, with a proven track record of achieving quality results.
* Have a proven ability to create links across teams to share best practices.
* Have strong IT skills and knowledge of Microsoft Office
* Be flexible about your working arrangements as the role may involve high levels of travel to other areas of the UK.
* Be prepared to take ad hoc requests for work, sometimes working to tight deadlines.
* Have a valid driver’s licence for the UK, access to your own car and undertake extensive travel across your region.

### **Desirable Criteria**

* Level 2/3 Food Safety training is desirable, but training will be provided.
* Have previous experience working with constituent relationship management (CRM) software. Experience using Salesforce is advantageous.
* Some experience in data analysis and project planning is advantageous
* Be degree educated or have a strong career history doing similar roles in any sector.

**Field based\***The expectations for the ‘field based roles’ are = 3 - 4 days working with your teams/retailers/regional centres/CFAs, either at customer or company sites within your region. With 1 - 2 days working from home.