

Senior Community Hub Co-ordinator

Reporting to: Head of Volunteer Recruitment and Engagement

Location: TBC

Hours: FTE - 35 hours

Salary: £25,000 - £28,000

Term: 1 year contract

About FareShare

FareShare now operates 22 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 supported nearly 11,000 local charities and groups over the past year - our Community Food Members. Over the past year 24,074 tonnes of food were redistributed by FareShare Regional Centres nationwide, feeding 933,178 people every week. We operate across 1,500 towns, cities and villages and we save UK charities and community groups more than £14.1 million last 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. More information can be found on our website www.fareshare.org.uk.

FareShare's nationwide network of Regional Centres

We aspire to grow our number of volunteers to help us deliver our mission and that of our member charities and community groups, whilst helping to ensure the ongoing sustainability of FareShare's 22 Regional Centres across the UK. Volunteers are the life blood of FareShare, without them food which is received from the UK's food industry, would not make its way to the 10,962 charities and community groups we support.

The majority of people who currently volunteer with FareShare do so in the warehouses of the 22 Regional Centres. They help to sort, allocate and deliver the food to our member charities and community groups. We also have other invaluable volunteers who liaise with our members to plan food deliveries and work in the community to support our outreach programmes, which work to raise awareness of FareShare and its services.

Our aim is to grow our volunteer base in these roles, while we also diversify the types of volunteering opportunities available within FareShare Regional Centres, which support the wider operations, whether this is in Fundraising, Communications, Management or Logistics. We are now also looking to widen the volunteer offer to include supporting our 11,000 partner charities & community groups.

Main purpose of this role

At FareShare we provided food to nearly 11,000 Charities and communities last year. In addition to providing food to the charities and community groups we would like to provide a wider range of support that improves the resilience of the organisations we support. Enabling them to receive and distribute more surplus food from FareShare and deliver more social good in their communities.

To achieve this FareShare are working in partnership with Do IT the largest volunteer brokerage site in the UK to create an online platform for all the Charities and Community groups we support. Initially this allows the charities and communities groups to advertise for volunteers to support their operation, which can be matched to people we already have waiting to volunteer. This is an important development that we lead to the provision of other services that make our network of 11,000 more resilient and enable them to do more social good in the communities they operate.

In order to land the new system and make it work brilliantly for our charities and community groups and create legacy beyond the roll-out of the project, we need a Senior Community Hub Co-ordinator to lead on embedding the adoption of the system with the charities and community groups we support, and to design new services that meet the needs of the organisations we support and FareShare (e.g. Corporate volunteering).

As a Community Hub Development Officer, you'll work with internal and external stakeholders to ensure all problems are fully understood. Embedding the system within FareShare's processes, scoping and assessing future requirements and supporting on the design, delivery and evaluation of new services that we provide to our network.

You will also support the FareShare Volunteering Team to provide a consistent and positive volunteer experience across the FareShare network, which is enjoyable, rewarding and safe for our volunteers.

Job responsibilities

- Evaluating business processes, understanding customer requirements, uncovering areas for improvement, and developing and implementing solutions.
- Performing requirements analysis.
- Serve as a liaison between users, Volunteering Team and Do IT.
- Assess and monitor the update and usage of volunteering for Salesforce, creating improvements where adoption is lower than anticipated.
- Develop suitable training materials on how to use the system.
- Deliver training on how to use the system.
- Maximise adoption of the Community Hub across the charities and community groups supported by FareShare.
- Understand barriers for adoption and recommend resolutions, and identify the processes and information technology required to reduce barriers for adoption.
- Chair the Community Hub project group meetings
- Produce written documentation to support your work, report on your findings and to present to stakeholders when necessary.
- Develop and manage Project Plans that include future developments within the project.
- Supporting the wider FareShare UK Volunteering Team in the delivery of the teams work plans the the FareShare UK Volunteering Strategy.

Person Specification

Experience:

- Working with a variety of internal and external stakeholders to understand requirements and design user experience
- Designing and delivering Face to Face, e-learning and virtual / blended learning programs
- System roll-out at scale
- Managing projects (demonstrated ability to coordinate people, budgets and resources, to hit objectives & timelines)
- Experience of collaborating across multiple teams to reach a goal
- Working with a federated or partnership structure (Desirable)
- Working in the third sector. (Desirable)
- Commitment to FareShare's mission and values

Skills and abilities:

- Ability to clearly and effectively communicate design processes, ideas and solutions to teams and developers
- Detail-oriented with the ability to self-direct work in an unstructured environment.
- Excellent analytical and written/verbal communication skills.
- Able to establish and maintain appropriate systems for the management and accurate reporting of the project.
- Strong communication and interpersonal skills, with the ability to deal with people at all levels
- Proven ability to build successful, productive relationships with internal and external stakeholders
- Quick to learn new technologies
- At ease presenting to large groups or communicating one-to-one
- Good time management with ability to manage workloads, set priorities and meet deadlines.
- IT literacy, in particular of using Microsoft applications, CRM systems (preferably salesforce) and Video conferencing software.

Values and behaviours:

- A commitment to equal opportunities and safeguarding.
- An understanding of, and enthusiasm for, FareShare's mission and strategy.
- A commitment to continuous professional development.
- Flexible and non-judgemental approach to people and work.
- Willingness and ability to travel in the UK.