

User Training and Support Officer

Reporting to: Senior Volunteering Development Officer

Location: FareShare, Unit 7 Deptford Trading Estate, Blackhorse Road, London, SE8 5HY

Hours: FTE - 35 hours

Salary: 25,000

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.

Main purpose of this role

At FareShare we work with around 1,500 volunteers to enable us to process and deliver surplus food to the Charities and community groups we support. FareShare has invested in Volunteers for Salesforce app to collect management information that will enable us to accurately report on the contribution our volunteers make. This is an important development that will enable us to improve our volunteering programme across all our sites.

In order to land the new system and make it work brilliantly for our staff and volunteers, and create legacy beyond the roll-out of the project, we need a User Training and Support Officer to focus on working with users across our 22 Regional Centres to embed Volunteers for Salesforce. We have around 30 staff that will need to be supported to use the system and to embed it into existing working practices and other systems they currently use to store data.

As a User trainer and support officer, you'll work within the Volunteering Team to ensure all problems are fully understood. You'll be responsible for scoping and assessing future requirements and supporting on the design, delivery and evaluation of any training or learning provision.

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, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Performing requirements analysis.
- Serve as a liaison between users, Volunteering Team and Information Centre Team.
- Assess and monitor the uptake 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 to the network.
- Maximise adoption of volunteering for Salesforce across FareShare Regional Centres.
- 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 phase 2 of the project.
- Evaluation reports of impact of volunteers for Salesforce.
- Supporting the wider FareShare UK Volunteering Team in the delivery of the team's work plan, and the FareShare UK Volunteering Strategy.

Person Specification

Experience

- Working with a variety of internal stakeholders to understand requirements and design user experience
- Designing and delivering Face to Face, e-learning and virtual / blended learning programs
- Supporting Salesforce or system roll-out at scale
- Managing projects (demonstrated ability to coordinate people and resources, to hit objectives & timelines)
- Working with a federated or partnership structure (Desirable)
- Working in the third sector. (Desirable)

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 report writing skills.
- Able to establish and maintain appropriate systems for the management and accurate recording of volunteer programmes.
- Strong communication and interpersonal skills, with the ability to deal with people at all levels and build successful, productive relationships
- 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 and willingness to learn.
- An empathy with volunteers and an understanding of their needs.
- Flexible and non-judgemental approach to people and work.
- Willingness and ability to travel in the UK.