



## **Job Description - Community Co-Ordinator (East Midlands)**

**Reporting to:** Development Manager

**Location:** Flexible within the Midlands, but this role focuses on the eastern side of the Midlands region and frequent travel within the East Midlands will be required (when appropriate and taking account of Covid-19 restrictions).

Warehouse base in Nottingham, Leicester or Birmingham and home working available

**Hours:** Part time, 22.5 hours, with the possibility of becoming a full time role in March 2021. One year fixed term contract

**Salary:** £21,000 (FTE, pro rata)

### **About FareShare Midlands**

FareShare Midlands is a local charity fighting food poverty by tackling food waste. We source food that is surplus to requirements- from retailers and manufactures. We rely on an army of volunteers to help redistribute this food to local charities and community groups who provide meals and food parcel to vulnerable people. (Including individuals who are homeless, unemployed, socially isolated, school breakfast clubs, community centres and those recovering from addictions).

### **FareShare Midlands' Vision**

**Vision:** We have the vision of a UK where "No good food goes to waste".

### **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 Fighting hunger, tackling food waste

### **Main purpose of this 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 our membership, income, and raising



awareness of FareShare Midlands with partners and stakeholders and the wider public.

### **Duties and Responsibilities**

- Retain, develop and grow Community Food Membership for FareShare Midlands across the east of the region.
- Recruit new Community Food Members ensuring high standards of customer care and establishing sustainable member networks.
- Ensure income and growth targets for Community Food Membership are met.
- Work closely with FareShare Go to promote a “One FareShare” offer for our members that enhances shared learning and offers the best possible customer service
- Support the Development Managers and fundraising team with funding bids in the geographic areas you cover.
- Support the implementation of high quality customer care protocols and processes towards our Community Food Members.
- Ensure record keeping and database systems are up to date.
- Work cross functionally with internal teams, particularly the operations team and the finance team, to ensure all elements of membership link together for excellent customer service.
- Develop and maintain strong working relationships with key stakeholders.
- Monitor standards of customer service to existing members.
- Support communications, PR and Marketing in line with the function needs.
- Ensure impact data on development activity is captured, reviewed and reported.
- Carry out any other duties as may be required in order to maintain service for FareShare Midlands.

### **Person Specification**

#### **Essential Experience, Skills & Qualities**

- Experience of developing sustainable membership and/or partnerships.
- Excellent communication skills, particularly in writing proposals, presentations and reports.
- Established numeracy skills with excellent attention to detail.
- Proven ability to form good working relations, both internally and externally
- Ability to work on own initiative and to meet objectives and tight deadlines under pressure
- Strong organisation skills
- Good research skills with experience of identifying quality new leads.
- Computer literate - Microsoft Word, Excel, PowerPoint.
- Ability to work in collaboration with internal teams and external stakeholders.

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- Computer literate - Microsoft Word, Excel, PowerPoint.
- Can drive and have access to a vehicle - willing to travel (there will a fair amount of travel required)
- Ability to work flexible hours in accordance to charity needs
- A moral commitment to FareShare core values as an organisation

### **Desired Experience**

- Degree or higher in environmental, sustainability or development fields
- Established experience in securing new business and income generation and/or business development.

### **Application Process**

Please forward your CV and a covering letter setting out why you consider yourself suitable for the role and your openness to increasing to full time hours in March 2021 to [laura.spencer@faresharemidlands.org.uk](mailto:laura.spencer@faresharemidlands.org.uk)

**Closing Date is midnight, 1 November 2020**

**Interviews will be held virtually on Thursday 12 November 2020**

Further information about who we are and what we do can be found on our website at <https://faresharemidlands.org.uk/>