

FareShare

Job Description - Warehouse Shift Coordinator

Reporting to:	Warehouse Manager
Location:	FareShare East Anglia (Ipswich)
Hours:	35 6 month Contract
Salary:	£16,400 per annum

About FareShare

This is a great opportunity to join a unique, award-winning organisation. At FareShare, we fight food poverty by tackling food waste. We source food that is surplus to requirements - from food retailers and manufacturers - and engage many volunteers to help redistribute this to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions).

FareShare is the UK's national network of charitable food redistributors, made up of 17 independent organisations. Together, we take good quality surplus food from right across the food industry and get it to almost 11,000 frontline charities and community groups. We support 10,962 local charities and community groups. Over the past year 24,074 tonnes of food were redistributed by FareShare Regional Centres and FareShare Go nationwide, our charity network serves 933,578 people every week.

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. 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.

FareShare's Strategy & Vision

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FareShare aims to be an equal opportunity employer



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

To co-ordinate the day to day operations, supervise a large team of volunteers and ensure the ongoing success of the FareShare East Anglia food warehouse in Ipswich. This will involve working closely with warehouse colleagues and volunteers to ensure that all operational activities are completed to the agreed timetable and to the food safety standards set out in the FareShare operating manual. As an employer committed to Equal Opportunities, we will assess applications in line with these criteria that we consider either as being essential or desirable in this role.

Main areas of responsibility

Operations

- Work as a team with the Warehouse Manager, Warehouse Coordinator colleagues and volunteers to ensure all shifts are adequately planned, supervised and meet operational needs
- Support the Warehouse Manager in managing the FareShare East Anglia office, responding to emails and taking phone calls

- Responsible for organising food distribution using the FareShare food management systems
- Maintain excellent relations and communications with volunteers, staff, food suppliers and charities
- Take responsibility for petty cash as required
- Ensuring all key activities and milestones per shift are met
- Work with the Warehouse Manager to develop new operational processes as required and take an active role in their implementation
- To carry out any other duties which may be necessary in the light of the main purpose of the job

Health & Safety

- Be responsible for the Health & Safety and security of FareShare East Anglia buildings, vehicles, staff and volunteers, including the delivery of appropriate health & safety briefings
- Carry out & update risk assessments as defined by the FareShare operating manual and complete risk assessments for all new activity as required
- Ensure compliance with all FareShare policies and procedures and industry standards as required by food donors and regulators
- To ensure that the vans used by FareShare East Anglia are roadworthy and legal (taxed and insured) and to ensure there is payment of appropriate charges
- Support the development of relevant policies and procedures for FareShare and to ensure that all staff, volunteers, food suppliers, charities and visitors adhere to them as appropriate
- To comply with monitoring and evaluation systems as required for the Regional Centre's activities and report regularly to the Warehouse Manager as required

Operating Hours and Shift Pattern

Position will be 07.30 to 3.30, / 08:30-16.30 Monday - Friday and, on occasional Saturdays on a rota basis.

Flexibility to provide cover for planned and ad-hoc absences as well as Public and Bank Holidays is highly desirable in this role and also offers the opportunity for additional hours to supplement the core hours.

Person Specification

As an employer committed to Equal Opportunities, we will assess applications in line with these criteria that we consider either as being essential or desirable in this role.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Commitment to gain, if not already held, intermediate certificate in food hygiene • Full Drivers Licence 	<ul style="list-style-type: none"> • Level 2 Food Safety Qualification
Experience & Knowledge	<ul style="list-style-type: none"> • At least one years' experience of one or more of the following: <ul style="list-style-type: none"> ○ supervising/managing staff and/or volunteers ○ warehousing operation ○ food distribution • Experience of working in a team with evidence of demonstrating a flexible approach to team working • Experience of working on own initiative, able to manage own workload and prioritise tasks to meet objectives • Experienced driver, with full, clean driving licence 	<ul style="list-style-type: none"> • Experience of taking responsibility for health and safety issues within a food distribution and/or warehousing operation • Experience of working in a highly regulated environment and demonstrable risk assessment capabilities • Experience of delivering training to staff or volunteers

	<ul style="list-style-type: none"> • Computer literate with experience of working with MS Office and other bespoke software packages 	<ul style="list-style-type: none"> • Experience of working with people who may have additional support needs • Experience of driving vans / medium sized vehicles
Skills, Abilities and Attributes	<ul style="list-style-type: none"> • Excellent interpersonal & communication skills, clear ability to adapt approach to a diverse range of audiences • Team player able to motivate and develop people through positive approaches 	<ul style="list-style-type: none"> • Experience of managing a petty cash system/cash handling

Experience

- You are someone with an interest in food insecurity
- Experience of working as part of a team
- You'll be pro-active, organised and able to work under pressure, whilst maintaining excellent attention to detail.
- You'll have strong knowledge of Microsoft Offices packages, ideally at an advanced level and have a good level of numeracy and literacy.
- You'll be great at building relationships across the business and providing a great level of service.

Competencies and behaviours

- Excellent communication both written and verbal, to various audiences
- Proven ability to provide a customer focused service
- Excellent, proven organisational skills