



## Job Description EMERGE Band 2

Salary Band 2 Range £19,000 to £23,000

<b>Job Title:</b> Warehouse Co-ordinator <b>Name:</b>		<b>Contractual Hours:</b> 37.5 hours a week within the opening hours of 8.30am – 8.30pm Monday to Friday and occasional Saturdays 10am – 4pm <b>Salary:</b>
<b>Department / Team:</b> FareShare GM / Operations	<b>Reports to:</b> Head of Operations	<b>Responsible for / Budget Accountability:</b> Staff: 5 Budget: 0
<b>Overall Purpose of the Job:</b>	To manage the day to day operations of the FareShare Greater Manchester (FSGM) warehouse, which handles thousands of tonnes of surplus good food from the UK supply chain on an annual basis.	
Key Accountabilities		
Key Accountabilities	Activities / Outputs / Deliverables	KPIs / Objectives
1. To receive manager briefings on projects / required outputs, prepare plans to achieve these, deliver to those plans, create, and maintain records of activity and regularly report to manager on progress / performance.	<ul style="list-style-type: none"> <li>Provides agile day to day management of the FSGM warehouse including the co-ordination of daily work schedules and activities.</li> <li>Works closely with the Head of Operations to improve existing safe working systems and activities, and develop new operational/logistic activity, leading on implementation as required.</li> <li>Leads on responsibility for the Health &amp; Safety and security of the warehouse, staff and volunteers, visitors and Community Food Members collecting food.</li> <li>Carries out any other duties which may be reasonably requested.</li> </ul>	<ul style="list-style-type: none"> <li><i>Infill</i></li> </ul>
2. To work collaboratively with colleagues across the organisation to deliver business-wide objectives.	<ul style="list-style-type: none"> <li>Works collaboratively and proactively with colleagues across all areas of FSGM</li> <li>Ensures that all shifts are planned, controlled and staffed, and is prepared to work at short notice providing cover for shifts on occasion</li> <li>Manages and uses the in-house stock management database 'Gladys', with responsibility for the training of warehouse staff and volunteers on the database.</li> </ul>	

<p>3. To manage own time, workload, and that of team members where appropriate to deliver high quality outputs and results.</p>	<ul style="list-style-type: none"> <li>• Provides a well organised, calm and friendly working environment for volunteers, staff and visitors that promotes good morale and team work</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>4. To recruit, engage, build, and develop effective working relationships with customers /colleagues/ stakeholders.</p>	<ul style="list-style-type: none"> <li>• Works as part of a management team with the Driver Supervisor, Warehouse Co-ordinator (FareShare Plus), Warehouse Supervisors, Food Allocation Team Leader and the Volunteering and Development teams to ensure that quality services are consistently delivered to our Community Food Members and donors</li> </ul>	<ul style="list-style-type: none"> <li>• Infill</li> </ul>
<p>5. To advise and support new and existing customers / colleagues / stakeholders in on-boarding / maximising their utilisation of our services, helping them secure both quality and added value whilst meeting the commercial and/or service targets for EMERGE.</p>	<ul style="list-style-type: none"> <li>• Maintains good relations and communications with logistics providers, food donors and Community Food Members in receipt of FareShare foods.</li> <li>• Ensures that all staff and volunteers adhere to the policies and procedures of EMERGE and FSGM including safeguarding and the code of conduct</li> </ul>	<ul style="list-style-type: none"> <li>• Infill</li> </ul>
<p>6. To promote and represent the vision and aims of EMERGE to a range of external audiences.</p>	<ul style="list-style-type: none"> <li>• Ensures daily compliance with all FareShare UK policies and procedures and industry standards as required by food donors and regulators.</li> <li>• Promotes excellent customer care and ensures the service is delivered in ways that promote dignity and respect for others.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>7. To gather, assimilate and analyse data to create regular and/or ad hoc reports for customers/ colleagues/ stakeholders. To use those reports to direct the delivery of activities and outputs.</p>	<ul style="list-style-type: none"> <li>• Complies with monitoring and evaluation systems as required for warehouse activities and reports regularly to the Head of Operations</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<p>8. To recruit, supervise, guide, and appraise members of own team and support them in the delivery of their objectives. AND / OR To recruit, retain, support volunteers to achieve their personal objectives and recognise their achievements.</p>	<ul style="list-style-type: none"> <li>• Line manages direct reports through clear objective setting and day to day coaching</li> <li>• Completes probationary reviews and annual appraisal paperwork and meetings on time and when required, following up on training requirements and/or performance issues</li> <li>• Works with the Volunteer &amp; Employability Programmes Manager to train volunteers and other work placement trainees within the warehouse.</li> <li>• Liaises with the Volunteering Team to assist in the co-ordination of the volunteer rota in order to cover for the needs of the warehouse.</li> <li>• Supervises and supports volunteers on a day to day</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

	basis in ways that encourage their engagement, development and progression.	
9. To promote EMERGE's commitment to equality, diversity and inclusion.	<ul style="list-style-type: none"> <li>Ensures FareShare membership is promoted equally within communities perceived to be culturally, economically or geographically challenged.</li> <li>Demonstrates cultural sensitivity and the ability to build the trust and engagement of community groups.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

## PERSON SPECIFICATION

Knowledge and Skills	Role Specifics	Attributes	Role Specifics
<b>Communication Skills</b> written, verbal	<ul style="list-style-type: none"> <li>Strong communication skills including a high level of written and spoken English (E)</li> </ul>	<b>Professional Behaviour</b> (impact, energy, personal presentation and organisation, motivation, a 'can do' attitude, works under pressure effectively, adopts confidentiality, shows commitment to EMERGE values.) <b>Works independently / on own initiative.</b>	<ul style="list-style-type: none"> <li>Takes a personal pride in their work and committed to producing work of highest quality. (E)</li> <li>Commitment to and interest in the work and values of FareShare and EMERGE (E)</li> <li>Ability to identify problems within own area of work and take appropriate action. (E)</li> <li>Takes ownership of the problem and able to identify options in order to provide a solution. (E)</li> <li>Embraces change and has ability to respond to changing parameters. (E)</li> <li>Able to be fully productive without being prompted and produces good quality work within own abilities (E)</li> </ul>
<b>Numeracy</b>	<ul style="list-style-type: none"> <li>Good numeracy skills (E)</li> </ul>		
<b>Qualifications - Driving Licence</b>	<ul style="list-style-type: none"> <li>Must hold, or be willing to gain, Intermediate Food Hygiene Certificate and Food Safety Qualification Level 2 or above (E)</li> <li>Full UK driving licence with own transport (D)</li> <li>Must hold or be willing to gain a Fork Lift Truck (FLT) licence (E)</li> <li>Willing to undertake any training as required (E)</li> </ul>		
<b>Operational Management</b> Prioritisation / Time Management / Using computers and office resources / Taking personal responsibility / Project Management skills, eg: planning, monitoring progress etc	<ul style="list-style-type: none"> <li>Strong admin skills and a good attention to detail (E)</li> <li>Ability to identify when deadlines/tasks are not going to be met and communicating this effectively. (E)</li> <li>Ability to prioritise workload effectively (E)</li> <li>Goal-oriented, able to focus on achieving the task and working to individual and team goals (E)</li> <li>Ability to work calmly and maintain a</li> </ul>	<b>Applying Customer / Commercially Led thinking   Putting the Customer First</b> (addressing challenges, owning problems, and delivering solutions. Applying judgement, objectivity, and decisiveness. Demonstrating tenacity and resilience. Striving for Continuous Improvement in personal / team performance.)	<ul style="list-style-type: none"> <li>Aware of the need to satisfy the customer (internal and external) and the pressures they may be under (E)</li> <li>Listens carefully to customer's situation and needs, asks relevant questions and records actions. (E)</li> <li>Takes ownership of any customer problems and maintains contact with customer until they are resolved. Responding promptly within agreed service level standards. (E)</li> </ul>

	<p>disciplined approach to the task under the pressure of deadlines and/or changing objectives (E)</p> <ul style="list-style-type: none"> <li>• Forward thinking and organised (E)</li> </ul>		<ul style="list-style-type: none"> <li>• Proactive champion of quality improvement (E)</li> </ul>
<p><b>Contextual Knowledge</b> Knowledge of processes, standards, policies, procedures, services and products for EMERGE Recycling / FareShareGM / Touch Wood. Maintain and update personal knowledge of the wider industry, its market forces, and the specifics of own role.</p>	<ul style="list-style-type: none"> <li>• Experiencing managing or supervising a busy warehouse operation (E)</li> <li>• Ability to follow policies, procedures and instructions (E)</li> <li>• Good understanding of Food Safety. (D)</li> <li>• Experience working in the not-for-profit sector and/or in small community projects including working with a range of disadvantaged groups e.g. disabled people, BME (Black and Minority Ethnic) communities. (D)</li> </ul>	<p><b>People Skills / Teamwork</b> (clear, articulate communicator, able to develop and consolidate strong, collaborative, and productive relationships with colleagues, customers, and stakeholders. Able to get things done with / through other people. Escalating issues / concerns to managers appropriately. Confident and assertive.)</p>	<ul style="list-style-type: none"> <li>• Supervisory or people management experience (E)</li> <li>• Enjoys working as part of a team, able to lead, support and train other team members including volunteers (E)</li> <li>• Able to develop a sense of common purpose; promotes mutual respect between members.</li> <li>• Able to handle challenges within the team in order to maintain a positive environment</li> <li>• Ability to effectively monitor delegated tasks, dealing with problems as they arise, and provided prompt feedback to team members.</li> <li>• Able to vary management approach when dealing with a range of volunteers.</li> </ul>
<p>Fully conversant with Microsoft Office packages [Word, Outlook, Excel, Powerpoint, Databases]</p>	<ul style="list-style-type: none"> <li>• Experience using in-house databases (E)</li> <li>• IT experience in Word, Powerpoint, Excel, Outlook (E)</li> </ul>	<p><b>Analytical Thinking</b> (assimilating and analysing data, evaluating data, and applying judgement and experience to use data in decision making.)</p>	<ul style="list-style-type: none"> <li>• Able to apply basic research and data collection skills to situations when required</li> <li>• Ability to assess priorities based on the demands of a changeable environment, and direct staff and volunteers accordingly (E)</li> </ul>