



Job Description EMERGE Band 2

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

Job Title: Community Food Co-ordinator Name:		Contractual Hours: 37.5 hours p/w, Monday to Friday Salary: £19,000 to £23,000
Department / Team: FareShare GM Development Team	Reports to: Head of Development (FareShare Greater Manchester)	Responsible for / Budget Accountability: Staff: Volunteers, student interns Budget: 0
Overall Purpose of the Job:	To maximise the amount of surplus good food supporting individuals and families in need across Greater Manchester by developing the FareShare membership programme, and through the delivery of development projects.	
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"> Agree targets for Community Food Member (CFM) recruitment and retention based on understanding of FareShare capacity and external context Deliver monthly reports showing delivery against these targets Plan, deliver and report on externally funded FareShare projects designed to increase access to food by communities of interest, working in partnership with key stakeholders Work in close collaboration with the Operations Team to assess food and logistics capacity on a weekly basis and connect new members to the food available 	<ul style="list-style-type: none">
2. To work collaboratively with colleagues across the organisation to deliver business-wide objectives.		
3. To manage own time, workload, and that of team members where appropriate to deliver high quality outputs and results.		
4. To recruit, engage, build, and develop effective working relationships with customers /colleagues/ stakeholders.	<ul style="list-style-type: none"> Promote FareShare membership Identify and engage with potential Community Food Members Convert membership enquiries into FareShare members Conduct annual membership reviews 	<ul style="list-style-type: none">
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	<ul style="list-style-type: none"> Assess potential members' suitability for membership based on FareShare food safety criteria Recruit and on-board new members Develop member accounts increasing their food 	<ul style="list-style-type: none">

EMERGE.	utilisation whilst ensuring that FSGM's food is as fully allocated as possible, reducing waste	
6. To promote and represent the vision and aims of EMERGE to a range of external audiences.	<ul style="list-style-type: none"> • Encourage new memberships, volunteering, food donations, financial support and increased awareness and support of the EMERGE and FareShare GM mission. 	<ul style="list-style-type: none"> •
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.	<ul style="list-style-type: none"> • Collect and analyse membership data and compile reports for key Manchester and Greater Manchester stakeholders including EMERGE, funders and FareShare UK. 	<ul style="list-style-type: none"> •
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.	<ul style="list-style-type: none"> • Assist in the promotion of volunteering with FareShare • Support activities to recognise and retain FareShare volunteers 	<ul style="list-style-type: none"> •
9. To promote EMERGE's commitment to equality, diversity and inclusion.	<ul style="list-style-type: none"> • Ensure FareShare membership is promoted equally within communities perceived to be culturally, economically or geographically challenged. • Demonstrate cultural sensitivity and the ability to build the trust and engagement of community groups. 	<ul style="list-style-type: none"> •

PERSON SPECIFICATION

Knowledge and Skills	Role Specifics	Attributes	Role Specifics
<p>Communication Skills written, verbal</p>	<ul style="list-style-type: none"> • Excellent communication skills both verbal and written, including great telephone manner, experience of holding meetings, report writing (E) 	<p>Professional Behaviour (impact, energy, personal presentation and organisation, motivation, a ‘can do’ attitude, works under pressure effectively, adopts confidentiality, shows commitment to EMERGE values.) Works independently / on own initiative.</p>	<ul style="list-style-type: none"> • Commitment to promoting diversity and equality of opportunity (E) • Commitment to promoting the 3Rs (E)
<p>Numeracy</p>	<ul style="list-style-type: none"> • Strong numeracy skills (E) 		
<p>Qualifications - Driving Licence</p>	<ul style="list-style-type: none"> • Full, clean driving licence (D) • Own transport desirable (D) • Level 2-3 food safety qualification desirable (D) • Willingness to undertake training (E) 		
<p>Operational Management Prioritisation / Time Management / Using computers and office resources / Taking personal responsibility / Project Management skills, e.g.: planning, monitoring progress etc</p>	<ul style="list-style-type: none"> • Self-manage own performance and workload (E) • Demonstrable experience of successful project delivery ideally in Voluntary Community or Social Enterprise settings with multiple stakeholders (E) • Be organised with a proven track record of achieving quality results (E) 	<p>Applying Customer / Commercially Led thinking Putting the Customer First (addressing challenges, owning problems, and delivering solutions. Applying judgement, objectivity, and decisiveness. Demonstrating tenacity and resilience. Striving for Continuous Improvement in personal / team performance.)</p>	<ul style="list-style-type: none"> • Have initiative and innovative thinking, in order to shape new and different ways of working that improve outputs (E) • Strong problem solving skills (E)
<p>Contextual Knowledge 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"> • Working knowledge of food safety issues in community / school settings (E) • Knowledge of food focused development work in a voluntary / community / social enterprise context desirable (E) • Understanding of the underlying causes of food insecurity and its impacts on Greater Manchester residents (E) • Knowledge of models of food aid work in a UK context (D) • Knowledge of the food waste utilisation hierarchy and its impact on the environment (D) 	<p>People Skills / Teamwork (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"> • Strong communicator with the ability to engage a wide range of audiences in English (E) • Have exceptional relationship building skills with a range of stakeholders (E) • Collaborate effectively with FareShare operations team and EMERGE volunteering team (E) • Be confident and assertive in handling difficult situations, whilst demonstrating calmness and professionalism (E) • Be willing to carry out any other duties that may reasonably be required in support of the Regional Centre’s operations (E)

<p>Fully conversant with Microsoft Office packages [Word, Outlook, Excel, Powerpoint, Databases]</p>	<ul style="list-style-type: none">• Willingness to be trained in the use of the FareShare stock management database 'Gladys' and customer relations management software e.g. Salesforce (E)	<p>Analytical Thinking (assimilating and analysing data, evaluating data, and applying judgement and experience to use data in decision making.)</p>	<ul style="list-style-type: none">• Ability to contribute to the shaping of FareShare membership strategy development, matching surplus to areas of greatest need across the region (E)• Confident in presenting data accurately (E)
------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------