

FareShare

Lead Warehouse Shift Coordinator

Reporting to: FareShare Southern Central
Location: Totton
Contract: Permanent
Hours: Full Time 35 hours/week
Salary: £19'500

About FareShare

FareShare is the UK's national network of charitable food redistributors, made up of 18 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. In 2019/2020 24,074 tonnes of food were redistributed by FareShare Regional Centres and FareShare Go nationwide, our charity network serves 933,178 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.

FareShare's Strategy & Vision

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 Southern Central food warehouse in Southampton. 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.

Main areas of responsibility

- 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 Southern Central 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
- Support logistics planning to ensure safe, telly and cost effective distribution of food to meet CFM needs
- 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
- Analyse performance, food volumes, waste and volunteer requirements against KPI's and produce reports as required by Warehouse Manager
- Support day to day performance of the warehouse , ensuring compliance is met at all times
- Work closely with Volunteer Manager to ensure that employability program needs are met and attendees on the program are supported.

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 • Computer literate with experience of working with MS Office and other bespoke software packages 	<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 • 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 	<ul style="list-style-type: none"> • Experience of managing a petty cash system/cash handling

	<ul style="list-style-type: none"> • Team player able to motivate and develop people through positive approaches 	
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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

Operating Hours and Shift Pattern

Position will be on a 3-week rota basis. 7am-3pm/8am-4pm/9am-5pm Monday - Friday and, on occasional Saturdays & Bank Holidays on an as and when needed 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.