

FareShare Go

Job Description - Community Coordinator

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| Reporting to: | Regional Manager |
| Location: | Field based - Merseyside & North Wales |
| Contract: | Fixed term contract until 1 March 2022 and permanent thereafter. |
| Hours: | Full time - 35 hours / Week |
| Salary: | £21,000 - £24,000 |

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. During 2020, we redistributed 113 million meals through our FareShare Regional Centres and our retail surplus model FareShare Go, reaching over 1 million people.

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.

The COVID19 pandemic has shone a spotlight on the issue of food insecurity in the UK and with it, FareShare's ability to get food to vulnerable communities nationwide. We are fortunate to benefit from the support of major retailers, the media, sports ambassadors and a groundswell of public engagement. As a result, there has never been a more exciting time to join an organisation at the heart of public consciousness.

About FareShare Go

FareShare Go provides charities and community groups with direct access to surplus food from local supermarkets, including Tesco, ASDA and Waitrose & Partners.

The food is good quality food that can no longer be sold for a variety of reasons, such as damaged packaging or a short-shelf life. Since launching the scheme in 2015, we have already connected over 7,500 charities with more than 3,500 stores across the UK.

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

As Community Coordinator, your role will focus on the growth and sustainability of the FareShare Go programme across Merseyside and North Wales; through maximising relationships and adding value to create the best experience for our charity community. The successful candidate will be an exceptional communicator, with an approachable nature who will play a vital role in developing and maintaining charity and retailer relationships, plus raising awareness of FareShare Go across your local area.

- **Charity account management:** You will carry out virtual calls and in person visits with new and existing charities, and be responsible for ensuring that coverage KPIs are reached and maintained for both new and existing retailers. Using your analysis of charity needs, plus your knowledge of retailer and store profiles, you will use these visits to maximise the offer to charities, ensuring the service meets their requirements.
- **Community Capacity Building:** As part of the Building of relationships with charities, you will seek opportunities to enable and empower charities to increase their capacity and ability to take more food, to ultimately increase the redistribution of surplus food to those in need.
- **Sustainability and Compliance:** You will work with your Regional Manager and team to identify stores where re-engagement activities are needed to improve charity coverage and charity compliance. You will work to maximise the amount of food collected by charities with lower levels of compliance. You will also be responsible for undertaking food safety reviews with charities to ensure compliance.

- **Retailer Engagement:** You will play a key role in maintaining strong retailer relationships across your region. You will take an active role in any meet and greets with retailers, where required. Plus you will be responsible for maintaining regular contact with the relevant retail stakeholders in your region, sensitively dealing with any issues in a professional manner, as and when they arise.
- **FareShare Network Engagement:** We aim to become 'oneFareShare'. These roles are an integral part of our FareShare network and you will partner closely with the Regional Centre(s) in your areas. You will work on joint initiatives which improve and grow the FareShare community, ensuring that charities have access to the FareShare service which best meet their needs.

Competencies and behaviours

Essential

- Have exceptional relationship building skills with a range of stakeholders
- Be a strong communicator who is able to engage with a variety of audiences.
- Be confident and assertive in handling difficult situations, whilst demonstrating calmness and professionalism
- Strong problem solving skills
- Self-manage your own performance and workload.
- Have initiative and innovative thinking, in order to shape new/different ways of working
- Have strong IT skills
- Be flexible with working arrangements as the role may involve high levels of travel to areas of the UK.
- Have a valid driver's licence for the UK, access to a car and can undertake extensive travel across your region.

Desirable

- Level 2/3 Food Safety training is desirable, but training will be provided.
- Have previous experience working with constituent relationship management (CRM) software. Salesforce experience is advantageous.
- Some experience in data analysis and project planning
- Be degree educated or have a strong career history with relevant skills.

A note on working practices during COVID

Over the last 18 months our working practices have shifted considerably, this has enabled us to maintain our service whilst protecting our people and our charities. During this period, all community coordinators have been working from home and there has been no charity visits. As restrictions ease we will continue to review the situation and we hope that charity visits will resume in summer / early autumn.

All interview will be held remotely using Microsoft Teams, or an alternative software if a candidate has difficulty accessing the platform.

Application process

To apply you should submit a CV and cover letter, we strongly recommend that you submit a cover letter as part of your application. Within your application we will look for competencies and behaviours listed above as well as your motivations for applying to recruitment@fareshare.org.uk.

Following shortlisting, successful applicants will be contacted for an interview.

The deadline for applications is midnight 22nd August 2021.

Interviews to take place via Microsoft Teams 1st - 3rd September 2021.