

Job Description EMERGE Band 2

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



Job Title: Regional Food Sourcing Co-ordinator		Contractual Hours: 37.5 hrs p.w., Monday – Friday
Name:		Salary: £19,000 and £23,000 p.a.
Department / Team: FareShare GM	Reports to: Head of Development, FareShare GM	Responsible for / Budget Accountability: Staff: None Budget: N/a
Overall Purpose of the Job:	<i>Working closely with the FareShare UK Food and Food Co-ordination team, partners with existing and new food partners across Greater Manchester to source and distribute surplus food as efficiently as possible to identified charities and community food groups.</i>	
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"> Works collaboratively with FareShare Greater Manchester (FSGM) and FareShare UK (FSUK) to develop an effective regional food sourcing strategy for FSGM Maximises the volume of useful food available to CFMs, regional depots and FSUK Works effectively with the Food Allocations team to interact with customers, and manage and allocate supplies of surplus food Manages and schedules transport to ensure efficient collection and distribution of food 	
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"> Provides excellent customer service and act as the first point of contact to the food industry via phone, email and social media Manages and builds existing working relationships, and develop new working relationships with food donors Communicates with the FSUK team to ensure no duplication in contacting national accounts. Takes a proactive role in supporting communications and PR in food donor relationships. Collaborates with other organisations undertaking food acquisition work. 	
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.	<ul style="list-style-type: none"> Logs and maintains accurate records of all contacts within the food industry, including all successful and unsuccessful contacts and the reasons for these Ensures a prompt response is made to all organisations offering donations 	
6. To promote and represent the vision and aims of EMERGE 3Rs and FareShare GM to a range of external audiences.	<ul style="list-style-type: none"> Delivers confident and effective presentations to a range of audiences to convey the purpose and mission of FareShare and to “sell” the ethos of the organisation 	

	<ul style="list-style-type: none"> • Works closely with food partners to redistribute surpluses in the most environmentally, socially and financially efficient way • Generates appropriate content and ideas to assist with communications. 	
<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"> • Uses the in-house database GLADYS to generate weekly stock level reports and other statistics for use by relevant Managers and colleagues • Gathers and provides supporting information on food offers for the Development Manager to report to the project funders • Uses Salesforce to effectively coordinate food offers, log qualitative data and keep food partner contacts up to date • Identifies trends in food surplus availability and uses this knowledge to maximise food surplus uptake and minimise food wastage • Ensures the accurate reporting of stock intakes on GLADYS. 	
<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"> • Provides support, guidance and recognition to volunteers • Performs any task reasonably requested 	
<p>9. To promote EMERGE's commitment to equality, diversity and inclusion.</p>	<ul style="list-style-type: none"> • Ensures FareShare membership is promoted equally within communities perceived to be culturally, economically or geographically challenged. • Demonstrates cultural sensitivity and the ability to build the trust and engagement of community groups. 	

Person Specification

Knowledge and Skills	Role Specifics	Attributes	Role Specifics
Communication Skills written, verbal	<ul style="list-style-type: none"> Proven relationship management experience (E) Strong communication skills (written and oral) at all levels (E) Experience of using social media effectively for business development (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.)</p> <p>Works independently / on own initiative.</p>	<ul style="list-style-type: none"> Able to cope under pressure and hit deadlines consistently. (E) Understands the importance of the work that FareShare does, support our mission and reflect our values. (E) Able to work on own initiative, independent and responsible (E)
Numeracy	<ul style="list-style-type: none"> Strong numeracy skills (E) 		
Qualifications - Driving Licence	<ul style="list-style-type: none"> Degree level education, in a relevant subject or equivalent experience (D) Has access to own transport (D) UK Driving Licence (no more than 3 points) (E) Willing to regularly travel to meet food partners (E) 		
Operational Management 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"> Strong time management skills (E) Proven experience of successfully managing projects (E) Experience working in a target-driven environment and of developing and tracking plans to meet those targets (E) Ability to effectively plan and organise own workload and coordinate other resources to meet deadlines. (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"> A high level of customer care ability and service delivery skills with proven experience of resolving supplier and/or customer issues satisfactorily. (E) Ability to apply own judgement to resolve customer and logistical problems (E) Ability to adapt to new systems effectively. (E)
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.	<ul style="list-style-type: none"> Good understanding of how FareShare/EMERGE operates and its objectives (E) Knowledge of and interest in sustainable development, corporate social responsibility (E) Experience in the food industry in a sales, business development or manufacturing role (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"> Is a team player, relates well to colleagues and stakeholders within and outside FareShare GM (E) Exemplary interpersonal skills, able to collaborate and influence at all levels (E) Proven ability to work successfully with other staff, motivating and securing positive outcomes. (E)
Fully conversant with Microsoft Office packages [Word, Outlook, Excel, Powerpoint, Databases]	<ul style="list-style-type: none"> Fully competent in the use of MS Office, especially Excel (E) Proven ability to control, use and manipulate large databases. 	<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 analyse data, identify trends and draft reports (E)