**FareShare**

Job Description – Community Coordinator

**Reporting to:** Development Manager & Regional Manager

**Location:** Several roles across the Midlands. Our offices are in Birmingham, Leicester and Nottingham but candidates can be based anywhere within East and West Midlands.
**Type of work:** Mixture of field and home based working

**Employment type:** Full Time, fixed term contract

**Salary:** £21,000 - £23,000

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. Demand far outstrips supply.

# **About FareShare**

FareShare is the UK’s largest food redistribution charity, with more than 30 warehouses across the UK. It takes food from the food industry that can’t be sold in shops, either because of packaging errors, a short shelf life or overproduction. That food, which is the same as the food you’d eat at home, is then redistributed through a network of nearly 11,000 frontline organisations, across the UK such as homeless hostels, school breakfast clubs, domestic violence refuges, older people’s lunch clubs, food banks and hospices. During the pandemic, FareShare more than doubled its work, providing the equivalent of nearly 132 million meals between April 2020 and March 2021 – that’s 4 meals every second.

# **About FareShare Go**

FareShare Go connects charities and community groups with good quality surplus food from their local supermarket. We currently work with Tesco, ASDA and Waitrose in over 3500 stores across the UK.

# **About FareShare Midlands**

FareShare Midlands is the largest of the FareShare delivery partner operating across the West and East Midlands. We rely on an army of volunteers to help redistribute food to 550 frontline charities such as school breakfast clubs, community centres and organisations supporting those who are homeless, unemployed, socially isolated and recovering from addiction. These organisations provide meals and food parcels to more than 35,000 vulnerable people every week. Find out more: **https://faresharemidlands.org.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 a Community Coordinator, your role will focus on the growth and sustainability of our network of community food groups in the region. 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 the Regional Centre and FareShare Go across the Midlands.

The Community Coordinator will work across the region, with the following key outcomes

**Charity Account Management:** You will carry out visits to new and existing charities in our network. Through careful preparation, delivery and follow-up of these visits, you will be responsible for ensuring that agreed KPIs and financial targets are reached and maintained for the Regional Centre and FareShare Go. Using your analysis of charity needs, a thorough knowledge of the services FareShare offers and your close working relationships with the Regional Centre Operations team, you will help to solve any problems that may arise, ensuring high standards of customer care, as well as add value for our charity partners.

**Sustainability and Compliance:** You will work with the relevant teams to maximise the amount of food received by charities in the region. Through excellent account management of charity partners connected to both the Regional Centre and FareShare Go, you will ensure the sustainability of FareShare’s offering in the Midlands.

**Community Capacity Building:** When you visit and build relationships with charities, you will seek opportunities to enable and empower them to increase their capacity and ability to take more food, more often, to ultimately increase the redistribution of surplus food to those in need.

**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 ‘One FareShare’. The Community Coordinator roles are an integral part of our FareShare network and you will work closely with both your immediate team in the Regional Centre and your FareShare Go colleagues. 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.

**Community Engagement:** You will work with colleagues in the region to ensure that we are continuing to build and grow the FareShare community. You will work with a range of not-for-profits and key stakeholders within your region to raise FareShare’s profile and generate interest in the surplus food schemes we offer.

**Expanding our reach:** You will work as part of a development team tasked with building the profile of FareShare and securing income to grow our presence in the Midlands. You will develop relationships with local stakeholders such as local authorities and food networks to understand the needs of communities and develop programmes to support. You will work with the fundraising team to help determine fundraising priorities and provide impact reporting when required. You will also support our PR and marketing function, contributing to engaging communications content.

**Person Specification**

### **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
* Demonstrate 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
* Be organised, with a proven track record of achieving results against set targets.
* Have a proven ability to create links across teams to share best practices.
* Have strong IT skills and knowledge of Microsoft Office
* Be flexible about your working arrangements as the role may involve high levels of travel to other areas of the UK.
* Be prepared to take ad hoc requests for work, sometimes working to tight deadlines.
* Have a valid driver’s licence for the UK, access to your own car and undertake extensive travel across your region.

### **Desirable Criteria**

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

**Field based\***

This role will require you to work flexibly, it provides a mixture of home-working, field-working (visiting our charities and community groups) and working in our regional centre offices. As we emerge from the COVID-19 pandemic, we are in the process of finalising how we balance each element.