



## **Job description**

**Job title:** Deputy Warehouse Manager

**Reporting to:** Warehouse Manager

**Salary:** £21,000 - £23,000 per annum

**Term:** Permanent, 25 days holiday (excluding bank holidays), 5% pension contribution

**Hours:** 37.5 hours per week (hours between 7.30am - 5pm depending on shift pattern, occasional evening shifts and potential for weekend work)

**Responsible for:** Volunteers, seasonal workers, and contractors

**Location:** Bristol warehouses

### **About FareShare South West:**

FareShare South West is part of the national FareShare U.K. network of surplus food redistribution charities.

We fight food poverty by tackling food waste. We source quality surplus food - from food retailers, manufacturers, and suppliers - engaging volunteers to redistribute to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions, etc.). Our food is a vital lifeline for children and families, people on low incomes, people who have lost their jobs, the homeless, refugees, domestic abuse survivors, the elderly, and keyworkers.

### **Purpose of the post:**

Working with the Warehouse Manager and the Warehouse Team to effectively manage the warehouse, incoming goods, storage, and dispatch of goods to Community Food Members (CFM's) receiving surplus food from FareShare Southwest (FSSW) - to high levels of compliance and service. This role will take a lead on coordinating and delegating all Good In processes across the team as well as deputising for the Warehouse Manager.

### **Duties & Responsibilities:**

#### **Warehouse Management**

- Working with the Warehouse Manager, ensure the smooth running of food intake, storage, and food distribution. Liaising with food industry representatives, FareShare UK (FSUK), distribution companies and hauliers.
- Support the Warehouse Manager in coordinating and maintaining the fleet of vans and machinery used.
- Ongoing support to the Warehouse Manager and Head of Compliance to ensure high levels of compliance in the warehouse throughout the year and for internal/external audits.
- Alongside the Warehouse Team and Regional Manager, reduce waste and maximise the distribution of surplus food to CFM's.

- Report to Warehouse Manager with operational improvements to increase efficiency and implement agreed changes.
- Deputise for the Warehouse Manager during their absence, including:
  - Manage the Warehouse Team including coordinating daily activities, leading on Health and Safety and the team's wellbeing.
  - Liaising with Food and Logistics Manager to maximise incoming food and support with local logistics.
  - Working closely with the Volunteer Coordinator to ensure effective cover for shifts and resolve shortfalls.
  - Escalate and report issues to the Regional Manager.
- Line manage Seasonal Warehouse contractors and coordinate their workload.

### **Volunteer Management**

- Manage (under the direction of the Warehouse Manager) teams of volunteers, delegating/assigning tasks, and supervising work to ensure all tasks completed effectively.
- Ensure all warehouse volunteers are effectively supported and trained for allocated warehouse/job-specific tasks/roles and have the opportunities to develop.
- Supporting the volunteers' health, safety and welfare during their shift.
- Coordinate corporate volunteer programmes and delivery, with support from the wider FSSW team.

### **Goods In and Storage**

- Lead on the Goods In process for the warehouse.
  - Ensure all warehouse staff are trained and competent on the goods in process.
  - Coordinate and delegate daily goods in activities with the team.
  - Lead on relevant paperwork and IT/systems.
  - Develop, improve, and implement the goods in process. Sharing best practice with other warehouses within FSSW.
  - Coordinate all activities in the delivery yard, including CFM collections
- Manage the storage of stock within the warehouse including:
  - Assisting with stock checks
  - Leading on stock rotation and sharing best practice

### **Compliance and Health & Safety**

- Operate according to the FareShare HACCP Food Safety Manual.
- Support the Warehouse Manager to ensure compliance with relevant Food Hygiene, Health & Safety, and other standards applicable to FareShare premises, vehicles, refrigeration equipment, staff and volunteers.
- Ensure warehouse complies with FareShare standards and processes as per the FSSW Warehouse Manual.
- Undertake relevant training in Food Hygiene and Health & Safety as required.

### **General**

- Respond to/answer any enquiries/communications via telephone, email, in person or via inhouse IT/systems.
- Be willing to receive and engage positively with any visitors to the warehouse.
- Support FSSW events.
- Carry out any other duties that may reasonably be required in support of the main purpose of the role, including liaising with the wider FSSW team.
- Uphold high quality customer care and standards of conduct when dealing with all stakeholders and the general public.
- Ensure the security of the FSSW Regional Centre and all assets located within it, including food, and maintained at all times

### **Person Specification**

#### **Essential knowledge, skills and experience**

- At least 2 years' experience of working in warehousing operations
- Experience of supervising/managing staff and/or volunteers and delegating tasks
- Experience of delivering training
- Ability to develop, initiate and maintain systems and procedures
- Excellent communication and interpersonal skills
- Good administrative and organisational ability
- Problem solver and competent decision maker
- Full UK driving licence
- IT competent and able to use various IT platforms/systems
- A clear commitment to the ethos of FareShare South West, and to the agreed plans of the organisation, and able to positively contribute towards its achievement
- Experience and knowledge of adhering to health and safety standards within a warehouse operation
- Forklift Truck operators' qualification (or willing to train as an essential part of the role)

#### **Desirable knowledge, skills & experience:**

- Voluntary sector experience
- Experience of working with people who require support
- Experience of working within a food operation
- Qualification in Food & Hygiene Level 2