



Job description

Job title:	Warehouse Manager
Reporting to:	Head of Region
Salary	£23,000 to £25,000 per annum
Hours:	37.5 hours per week (operating hours between 7.30am - 8pm depending on shift pattern, including evening shifts and potential for weekend work)
Terms:	Permanent/Full-time, 25 days Holiday (exc. Bank Holidays), 5% pension contribution
Responsible for:	Deputy Warehouse Manager, Warehouse Supervisors, Volunteer Recruitment Coordinator, Volunteers
Location:	Bristol warehouses

About FareShare South West:

FareShare South West (FSSW) is part of the national FareShare U.K. (FSUK) 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 role:

The role of Warehouse Manager requires strong leadership in a constantly changing and growing environment of a food distribution charity. Creating structure and delegating accordingly is key within this role where each day can vary with multi layered activities. Working within a dedicated small staff team with a large pool of volunteers, many of whom have been or are vulnerable. The role requires sensitivity and empathy alongside discipline and boundaries. The successful candidate must have experience of working in the logistics or warehousing industry and have of leadership.

Duties & Responsibilities:

Strategic/Management:

- To oversee and manage the safe and efficient operation of a FareShare Southwest warehouse, ensuring that all essential tasks are completed to a sufficient level of quality.
- Working with the Head of Region and wider team ensure that the warehouse is effectively set up to manage levels of goods in and deliveries out to Members in line with agreed growth targets (in some cases beyond).

- Working with the Head of Region and wider team, ensure, improve and evaluate existing operations and systems and to develop and integrate new operations and systems to ensure the ongoing success and growth of FareShare South West food depot
- Responsibility for the management, training and supervision of the Warehouse Team made up of warehouse staff members, secondee/placement/trainees, and volunteers.
- Responsibility for the volunteer workforce (usually a maximum of 20 on any particular shift). Working closely with the Volunteer Recruitment Coordinator to ensure effective cover for shifts is in place, and adequate/timely recruitment and support interventions are identified.
- Responsibility for on-site food safety, food hygiene, stock control, warehouse storage, delivery and collection logistics, food management system (GLADYS), equipment, the warehouse site, and day-to-day management of the on-site fleet of FSSW vans.
- Responsibility for the health & safety and security of the depot and the safety and wellbeing of all depot staff and volunteers
- Responsibility for a budget and development of targets within the overall FSSW strategy and growth plan, reporting against key performance indicators
- Provide operational management/support to other FSSW locations as and when required e.g. 2nd Depot, sub-Depots, partner operated locations.

Operational Management:

- All operations are in line with FareShare UK (FSUK) national policies and procedures and the needs of the local community
- Ensure the planning and smooth running of food intake and food delivered. Liaising with food industry representatives, FSUK Team, distribution companies and hauliers
- Maintain good relations and communications with Community Food Member recipient projects in partnership with other team members, to high levels of customer care or stakeholder engagement.
- Working with the Head of Compliance, ensure the Depot is ready for and compliant with internal and external audits and the Depot remains compliant to the highest standards throughout the year.
- Coordination and management of any external contractors.
- Manage waste and maximise the distribution of surplus food, with support from the Head of Region and the wider FSSW team
- Manage on-site petty cash

Volunteer Programme:

- Working with the Volunteer Recruitment Coordinator, ensure that all volunteers and staff are trained as appropriate, to support daily operations.
- Take responsibility for volunteer welfare and safety within warehouse operations and logistics
- Be involved with the ongoing development and delivery of volunteer policies and evaluation
- Be involved with other training needs such as NVQ, Basic Skills, Forklift Training, DIPSW
- Responsibility for the management and delivery of corporate volunteer days
- Ensure adequate volunteer records are kept, and that any shortages are predicted and acted upon to ensure a viable workforce is in place for every shift.

Health & Safety, Food Safety and Equal Opportunities:

- Operate according to the FareShare HACCP Food Safety Manual
- Take responsibility for the day to day health & safety and security of the warehouse operations

- Support the development of policies, risk assessments and procedures for the Depot and ensure that all staff, volunteers, donors, recipients and visitors adhere to them as appropriate
- Alongside Head of Region be responsible for management and training aspects of relevant industry standards
- Take responsibility for food safety within the Depot, ensuring appropriate training is given and all guidelines and legal requirements are adhered to
- Ensure the service is delivered in accordance with the FareShare Equal Opportunities Policy
- Carry out any other duties which may be necessary to fulfil the main purpose of the post

Person Specification

Essential knowledge, skills & experience - evidence required:

- At least 2 years' experience of working in at least one of the following areas: voluntary sector management, food distribution, warehousing operation management
- Experience of recruiting, supervising/managing staff or volunteers
- Ability to develop, initiate and maintain systems and procedures
- Excellent communication and interpersonal skills
- Experience of Team leading, able to motivate and develop people through positive approaches, and experience of working with people who require support
- Ability to delegate to and manage a team of workers, line management and supervision
- Good administrative and organisational ability
- Problem solver and competent decision maker
- Full UK driving licence
- IT literate with a working knowledge of Microsoft Office applications
- 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 of taking responsibility for health and safety issues within a food distribution and/or warehousing operation
- Experience of driving vans/medium sized vehicles
- Fork Lift Truck operators' qualification

Desirable knowledge, skills & experience:

- Experience of working with people that require additional support
- Training skills
- Presentation skills

Willing to train to:

- Intermediate Food Hygiene qualification
- Health & Safety qualification
- Management qualification/skills (general/warehouse/operations/logistics)