

FareShare

Job Description - Customer Support Executive

Reporting to:	Customer Manager
Location:	Sheffield, S1 4FW
Contract:	Permanent
Hours:	Full Time 35 hours
Salary:	£17,000 - £20,000

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.

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 Customer Support Executive, your role will be varied and could include anything from helping on-board new charity partners, to handling customer service enquiries or retailer requests. You will support the ongoing success of this project by working closely with our Community Coordinators to resolve issues that arise with charity collections. You will gather data for the Information Centre, and support our regional field working teams with administrative desk-based tasks. Excellent communication skills and people skills are critical to this role, as you will be spending a large proportion of your time on the phone, listening to issues, talking to your key stakeholders and aiming to find the best solution to deliver this critical service. By managing your own time effectively, carrying an appropriate workload and robustly following our guidelines and processes, you will provide speedy resolution to our partners' needs and requests for help. By effectively listening to our customers, and completing needs based situational analysis, you will drive the best possible outcomes for each of our partners. Within every customer interaction, you will consider and actively work towards helping our customers take and use more food. You will communicate honestly, professionally and in plain English with a variety of stakeholders and customers who will have very different needs and expectations. You will be experienced in actively adapting your natural communicative style to match your audience, whilst employing effective conformation techniques to ensure your message is both heard and understood. You will be a natural doer who will actively contribute to our continuous development by making informed suggestions around process improvement, increasing the volume of food FareShare redistributes.

Main areas of responsibility

Resolving support issue:

- Working with the FoodCloud Call Centre to maintain seamless high quality support to struggling charities, including solving issues referred from the Call Centre, and escalating to appropriate stakeholders.

Effective use of CRM:

- Effectively understanding and using a Customer Relationship Management system to support all charities, by maintaining up to date records on all charities and scheduled donations.

Supporting regional teams:

- Working closely with our regional field teams to transition charities from initial to ongoing support.
- Working closely with Community Coordinators to support their engagement and retention work with collecting charities.
- Supporting our regional field teams with administrative desk-based tasks.

Stakeholder support:

- Working with the Information Centre to identify support trends, by analysing performance, gauging satisfaction and proactively escalating key issues.

- Working closely with our retailer partners to resolve issues and action requests.

Charity Recruitment and lead Generation:

- Make charity eligibility assessments and understand their need and capacity for surplus food, in order to maximise the volume of food donated.
- Assisting with rollouts to new retailers, proof-of-concept and trial initiatives.

Person Specification

Essential Criteria

- Excellent phone manner
- Previous experience in a customer service role
- Have strong relationship building skills
- Be organised, with a proven track record of achieving quality results
- Be able to manage and control data and information
- Be a strong communicator who is able to engage with a variety of audiences
- Have a proven ability to create links across teams to share best practices
- Have strong IT skills and a knowledge of Microsoft Office, including Excel
- Be flexible about your working arrangements as the role may involve travel to other areas of the UK, and the occasional evening work

Desirable Criteria

- Have previous experience working with Customer Relationship Management (CRM) software. Experience using Salesforce is advantageous.
- Understanding of the 'not for profit' sector.
- Previous experience of working with food waste in an academic or professional setting is advantageous.

For any further questions on this please email recruitment@fareshare.org.uk

Application Process

If you would like to apply for this role, please send a copy of your CV and a supporting statement showing how you meet the essential experience outlined in the person specification to recruitment@fareshare.org.uk

Closing date for receipt of applications is 4th January 2022
Interview will take place week commencing TBC