

Job title:	Food Allocations Coordinator
Reporting to:	Assistant Operations Manager
Hours:	37.5 hours per week
Contract:	Permanent
Salary:	Band level 2
Terms:	22 days' holiday plus birthday off, 3% contributory pension
Works with:	Operations and Development Teams

About FareShare Greater Manchester

FareShare Greater Manchester is the region's largest food redistribution charity, fighting food poverty and hunger by tackling waste. We source good quality food that is surplus to requirements from retailers and manufacturers. We rely on an army of volunteers to help redistribute this food to almost 300 frontline charities such as school breakfast clubs, community centres and organisations supporting those who are homeless, unemployed, and socially isolated.

Job Purpose

Responsible for the smooth running of the Allocations office, supervising the allocation of FareShare Greater Manchester (FSGM) food to Community Food Members (CFMs). By working closely with the Warehouse team and drivers, help to ensure the timely, accurate and food safe compliant deliveries and collections, optimising income whilst minimising food waste.

Main Responsibilities:

Food Management

- Work closely with the Warehouse team to make sure that the office team can put incoming food on to Gladys (our food database) quickly and accurately.
- Liaise with the Warehouse Team to manage outgoing orders, ensuring the smooth dispatch of food, especially short-dated supplies, in a dynamic environment.
- Support the Assistant Operations Manager to coordinate incoming food supplies, using Salesforce to help plan and manage food supply.
- Ensure the accuracy of Gladys' data by checking it consistently and correcting errors promptly.
- Process all relevant Food Allocations paperwork to ensure compliance with FareShare UK standards.
- Assist in the accurate scheduling of deliveries and collections to ensure the effective redistribution of food; completes driver boards for all delivery routes by close of play each day for the next day.

Team supervision and support

- Supervise and motivate the Food Allocations team to ensure that food redistribution is maximised and waste is minimised every day.
- Actively support the Allocations Team to ensure they are continually synchronising with the Warehouse Team to maximise productivity throughout the working day.
- Act as the key point of contact for Gladys, including setting up new users, issuing passwords, producing reports, etc.
- Support and train Allocations staff and volunteers to ensure consistent adherence to the requirements set out in the Standard Operating Procedures (SOPs) and Food Safety Manual, including procedures relating to animal feed and waste shipments.
- Supervise direct report(s) through clear objective setting and day to day coaching. Assist in completing probationary reviews and annual appraisal paperwork and meetings on time and when required, following up on training requirements and/or performance issues.

Customer Service

- Liaise closely with the Membership Coordinator and develop an up to date knowledge of our CFMs and their allocation requirements to ensure surplus food is allocated optimally, reducing food waste and maximising income at all times.
- Provide high quality, professional customer service to our CFMs at all times.
- Act as the first point of contact for complaints or issues from CFMs, escalating as necessary.

Other responsibilities

- Work closely with the Volunteer Coordinator to identify gaps in resources as needed.
- Demonstrate cultural sensitivity and the ability to build the trust and engagement of staff, volunteers, CFMs and visitors to our site (EMERGE & FareShare GM).
- Have a clear understanding of and implement policies and procedures including Standard Operating Procedures, food safety and any other relevant areas.
- Undertake other task(s) required to ensure the smooth running of FSGM Warehouse.

Person Specification

Essential Experience

- Experience in a busy customer service role in a busy office or operational environment
- Experience supervising direct reports, providing feedback and development
- Excellent communication skills including a high level of written and spoken English
- Excellent numeracy skills
- Experience of using database systems and MS Office products (Word & Excel)
- Willing to gain Level 3 Food Hygiene Certificate
- Willingness to undertake training as required

Personal Qualities

- Positively assess, reassess and adapt to regularly changing priorities during the working day, and complete required tasks.
- Be flexible and show a willingness to undertake whatever jobs need to be done
- Make agile decisions, developing and acting on operational knowledge, and use own initiative
- Work quickly and accurately, with exceptional attention to detail
- Work as part of a team, proactively supporting volunteers
- Deal with people politely and informatively
- Relate positively and confidently with customers and volunteers from a range of backgrounds, skill levels, and levels of motivation
- Committed to the 3Rs (Reduce, Reuse, Recycle) of sustainable waste management
- Committed to EMERGE’s Mission, Vision and Values (see final page)

Desirable

- Experience working with volunteers or having volunteering experience
- Experience of working in the not-for-profit sector and/or in small community projects (desirable) including working with a range of disadvantaged groups e.g. disabled people, BME (Black and Minority Ethnic) communities.

 Mission, Vision, and Values	
Mission	Vision
Together we make a real difference, inspiring change by: <ul style="list-style-type: none"> • rescuing valuable resources and • improving lives 	Working hard to make our world a better place
Values	
We have integrity . We value difference and diversity and treat everyone respectfully . We pioneer innovative solutions. We are accountable . We influence social and environmental change.	