



JOB PACK

National Schools & Franchise Manager

#WeAreFoodCycle

www.foodcycle.org.uk

FoodCycle is an equal opportunities employer.



ABOUT FOODCYCLE

FoodCycle has been nourishing communities with food and conversation for 15 years. Every week, thousands of volunteers across the country transform surplus food into healthy, nutritious meals for anyone that would like them, no questions asked. Each community meal offers a safe, warm space to enjoy a free cooked meal and company, which helps guests save on food and electricity bills.

At a FoodCycle community meal you'll see people from all backgrounds and walks of life, coming together. From low-income families, the elderly, refugees and those that may be homeless. Everyone is welcome at FoodCycle. By bringing people together in this way, FoodCycle is tackling hunger, loneliness, improving mental wellbeing, strengthening community spirit as well as promoting sustainable diets.

OUR AIMS



Connect communities

Help strengthen and build resilient communities by bringing people together to share healthy, delicious meals.



Support mental health and wellbeing

Enhance the health and mental wellbeing of all by creating welcoming spaces for people from all backgrounds and walks of life to have conversations together.



Nourish the hungry

Improve nutrition and reduce hunger by cooking healthy meals for those in need, leading to improved food knowledge and changes in behaviour.



Promote sustainability

Change attitudes to food and society's impact on the environment by cooking with surplus ingredients.



Inspire change

Share the virtues of our community dining model and the voices of our guests to gain greater support and speed our expansion, enabling us to help more people and more communities.

A MESSAGE FROM THE CEO



Welcome - we're delighted to see that you're interested in joining FoodCycle. People are at the heart of everything we do from our volunteers, guests, supporters, organisations and of course our dedicated staff team.

Now in our 15th year of operation I'm sad to say that our meals are needed more than ever. 4.2 million children in the UK are growing up in poverty, 76% of our guests worry that their financial position will get worse and loneliness and lack of nutrition in diets is having a negative impact on both physical and mental health.

We know that community dining acts as a social anchor for many and has huge benefits to our guest's physical and mental wellbeing. We're on a mission to bring our community meals to as many towns and cities as we can and we need amazing people like you, to help us get there.

If you care about people, have a taste for nutritious food, and really want to make a difference to people, communities and the planet, then we think you'd fit right in!

Sophie

2023 IN NUMBERS

127,587 COMMUNITY MEALS* SERVED

83 LOCAL COMMUNITIES SUPPORTED

239 TONNES OF SURPLUS FOOD SAVED

5,849 VOLUNTEERS DONATED
133,295 HOURS OF THEIR TIME

214,461 HOURS SPENT ENGAGING WITH OUR GUESTS**

92% OF FOODCYCLE GUESTS SAID THAT COMING TO A FOODCYCLE MEAL MAKES THEM FEEL HAPPIER

*A community meal is a two or three course meal cooked and served by FoodCycle volunteers and eaten by our community of guests and volunteers.

**total contact time through Community Meals, takeaway service or Check-in and Chat calls

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).



National Schools and Franchise Manager

About the role

Position Title: National Schools and Franchise Manager

Reports to: Head of Programmes

Hours: Part-time, 30 hours per week (0.8 FTE)

Pay: £35,000-£37,500 per annum (inclusive of London Weighting) FTE (£28,000 - £30,000 pro rata)

Location: Home working, with regular travel to schools and community meals nationally, initially focussed on London and Birmingham.

Contract: Permanent

Position Summary

Do you want to work with two-time charity of the year winner? We are FoodCycle, and our vision is to make food poverty, loneliness and food waste a thing of the past for every community.

A super exciting opportunity to lead, develop and manage FoodCycle's National Schools & Franchise programme. FoodCycle's mission is to nourish the hungry and lonely in our communities with delicious meals and great conversation, using food which would otherwise go to waste. Using our 15 years of experience, we are now delivering weekly meals, after school, where students and their families can come together and enjoy healthy, balanced meals. Our meals will help build stronger connections through the sharing of food and conversations and will also support our schools in educating students and parents in nutrition, healthy eating habits, sustainability, and social skills.

It is a great time to join a fantastic team. As National Schools & Franchise Manager you will represent, manage and co-ordinate FoodCycle Community Meals in Schools and Community Franchises as we look to expand our now successful London-Based pilot programme across Central and North Regions. Supporting a School Co-ordinator/Regional Manager in each area and working with our Area Managers you will be launching community meal projects, strengthening existing projects and partnerships with academies and existing franchise partners whilst developing and building new school/community partnerships. You will lead and manage our School Coordinators/School Regional Managers.

In addition to the integral relationship with school/academy partners, you will also lead national relationships with other community partners, retailers and volunteer recruitment channels to enable the School Coordinators/Regional Managers to successfully deliver our weekly community meals.

Roles and Responsibilities

1. **Leadership of School/Academy Partnerships** – liaise and build strong relationships with schools to enable them to engage with after-school community meals and further support our work, keeping costs and disruption to a minimum.

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).



2. **Volunteer management and recruitment** – support your National Schools & Franchise teams to recruit and manager FoodCycle Projects with full teams of Project Leaders, who are trained and empowered to run their local projects.
3. **People Management and team development** - Lead, support, develop and manage the School Coordinators/Regional Managers and franchise partners to fulfil their potential within their allocated projects including expansion and ensuring that they hit their KPIs and the area.
4. **Partnership Management** – develop and deepen our relationships through excellent partnerships with all food suppliers supporting school community meals (i.e. Fareshare, City Harvest and Neighbourly) and seek further partnerships to ensure a good diversity of food, along with strong franchises organisational partnerships
5. **Build a network of potential Franchise Organisations** and coach them through the launch of Community/School based community meals.
6. **Contribute to the design and strategy for maintaining and growing school partnerships and franchises.** Working with the Head of Programmes, develop National Schools & Franchise strategy with a view to innovate and ensure we are impactful and effective in our service delivery.
7. **Monitoring and evaluation** – Working with Schools Coordinators, Area Managers and Head of Programmes, ensure impact and outputs monitoring takes place across the programme.
8. **Training** – Support Schools Coordinators/Regional Managers to develop and deliver training and resources for Projects (online and offline) and provide training for volunteers.
9. **Communications** – working with the Communications team to manage volunteer communications within your area, including monthly content for newsletters, updating the website, social media and other channels. Be an advocate for FoodCycle at external meetings.
10. **Positive Guest Experience** – ensure that all guest experiences are positive and continue guest outreach within the area to ensure as many people as possible can access our meals safely.
11. **Policies and Procedures** – ensure you are fully familiar with all of FoodCycle’s policies in procedures, and that you encourage your team, volunteers and guests to be aware of policies and procedures that are relevant to them. Being responsible for the training and health and safety of the area.
12. **Fundraising** – liaising with fundraising team for the development of bids and reports to local funders
13. **Health & Safety** – take the lead in supporting Health and Safety within your area.
14. **Updating Salesforce** – with relevant data regarding your projects including volunteers, surplus food suppliers, venue data, weekly project reports and key relationship management data
15. **Safeguarding** – be the safeguarding lead for your Area, ensuring all concerns are reported and reviewed, and followed up with in line with our safeguarding policies and procedures and contributing to safeguarding monthly meetings.
16. **Travel nationally** to regions to support School Coordinators/Regional Managers and visit wider FoodCycle Community Meals to ensure best practice.
17. Support the rest of the Programmes team and Area Managers as needed, aligning with Food Cycle objectives.

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).



Person Specification

<p>Proven Experience of</p>	<ul style="list-style-type: none"> • Experience of working within or in partnership with schools • Experience of programme planning, delivery and development including community led/owned programmes • Experience of working to targets and inspiring volunteers to work to targets • Monitoring and evaluating projects and reporting to external and internal stakeholders utilising data via CRM systems • Experience of recruiting and managing volunteers and managing programmes that support vulnerable beneficiaries • Experience of building relationships with a range of stakeholders – other charities, local authorities, funders and local champions and enhancing shared community assets • Managing budgets, experience of working with finance systems and supporting team to use finance systems • Experience of line managing, supporting and retaining successful remote teams • Experience of Monitoring and evaluating projects and reporting to external and internal stakeholders through utilizing data via CRM systems • Experience of health and safety, risk assessment and risk management. • Experience of working with child protection and vulnerable adults and following safeguarding policies • Experience in hospitality or food businesses 	<ul style="list-style-type: none"> • Experience of working with school-aged children or families, in school or other setting • Experience in supporting successful franchises • Volunteer Management Qualification • Experience working from home or in the field • Experience of being a Safeguarding Lead
<p>Skills, knowledge, ability</p>	<ul style="list-style-type: none"> • A full driving license and access to a vehicle for work purposes • To think and plan strategically 	<ul style="list-style-type: none"> • Expertise in food sustainability, food poverty and/or social isolation issues • Proficient in using Salesforce (or other CRM system) for reporting

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).

	<ul style="list-style-type: none"> • Able to network effectively, identify new opportunities for project openings and bring them into fruition • Strong team leader and line manager experience • Excellent written and verbal communication skills • Good level of IT skills - including Salesforce or a similar CRM database, Word, Excel and e-mail • Good organiser – ability to manage multiple Projects and build relationships with a wide variety of people 	<ul style="list-style-type: none"> • Knowledge of health and safety, risk assessment and risk management. • Knowledge of keen importance of nutrition especially with plant based diets and/or adults and children at risk • Knowledge of franchises • Knowledge / experience of operating services in Wales or Scotland
Personal Attributes	<ul style="list-style-type: none"> • Personable and warm • Self-Starter • Strong communicator and good listener • Results orientated • Willing and able to travel to for the role • Willing and able to work evenings and weekends 	<ul style="list-style-type: none"> • Passionate about our mission and supporting young people and schools, and local communities • Live in/or around Greater London or Greater Birmingham
Values	<ul style="list-style-type: none"> • Honest and trustworthy • Commitment to FoodCycle’s charitable objectives and ethics • Open, Balanced and fair • Passion for food and cooking 	

Working at FoodCycle

Equal Opportunities

FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

Holidays

26.5 working days (this includes 3.5 days for the Christmas close down) plus additional holiday for length of service, up to a maximum of 30 days.

Pension

Staff are automatically enrolled after three months into our pension scheme unless you choose to opt out.

Training

We believe in the development of our staff - we are committed to providing relevant training and development opportunities to all staff.

London Head Office

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).



For those that live within commutable distance of Vauxhall, we have a Head Office where you can choose to work from.

Team away days and socials

With a workforce based all over the UK we have annual all team in-person, away day, team get-togethers, regional socials, virtual all team check-ins and informal on-line catch-ups – we've even started a virtual book club!

Staff Benefits

- **Flexible working:** We encourage flexible working and allow staff to manage their own schedules. Some roles will require occasional evening and weekend working.
- **Health Care:** Allows staff to claim money back on healthcare bills and includes access to telephone counselling and online GP appointments.
- **Wellbeing Hour:** Staff are encouraged to one hour per week (on top of their regular break time) to use for their personal wellbeing. This could involve taking a walk, going to the gym or having a longer lunch break.

Applying for this role

What to send: A note stating how you meet our person specification and a CV, via our vacancy website.

Shortlisted candidates will need to complete a 30 minute task prior to being invited to interview.

Inclusivity: FoodCycle is an equal opportunity employer and welcomes applications from individuals of all backgrounds. We are committed to creating an inclusive and diverse workplace where everyone feels valued and respected.

Safeguarding: The role advertised is 'Regulated Activity' and as such is exempt from the Rehabilitation of Offenders Act 1974, and any appointment will be subject to a satisfactory enhanced DBS disclosure check.

Safeguarding Statement

Safeguarding is everyone's business – FoodCycle is committed to safeguarding and promoting the welfare / wellbeing of children, young people and adults at risk. It expects all staff and volunteers to share this commitment.

FoodCycle is a company limited by guarantee (number 7101349) and a registered charity in England and Wales (number 1134423).

