

Job title: Warehouse Operative
Reporting to: Warehouse Coordinator
Hours: 37.5 hours per week
Shifts: 8am to 4pm Monday to Friday
Contract: Permanent
Terms: 22 days' holiday (excl. Bank Holidays), birthday off, 3% pension contribution, Simplyhealth Cash Plan, Cycle to Work scheme, additional holiday accrued with service

About FareShare Greater Manchester

Run by EMERGE 3Rs, FareShare Greater Manchester (FSGM) is a major **food re-distribution charity** in the city-region, fighting food poverty and hunger and tackling food waste. Together with the national charity, FareShare UK (FSUK, who we partner with), we source good quality food that is surplus to requirements from retailers and manufacturers. We involve over 100 volunteers to help redistribute food, currently providing food to nearly 300 frontline organisations Community Food Members (CFMs) including as school breakfast clubs, community centres and charities who offer frontline support to families and individuals in deprived areas including people who are homeless, unemployed, and socially isolated.

Job Purpose

To play a key role in delivering our mission to reduce food waste, CO2 emissions and feed people by helping to receive and re-distribute surplus good food to our Community Food Members (CFMs). Working alongside volunteers, the Warehouse Operative will work closely with the FareShare Operations team to ensure the efficient running of the operation each day.

Main Responsibilities:

Operations

- Accurately picks and packs customer orders for daily deliveries and collections, ensuring any stock variances are flagged to the Allocations team for correction.
- Assists with unloading and receiving food from suppliers. Breaks down deliveries into units and stores logically and safely, enabling speedy and efficient order picking and packing. Reorganises stock to make best use of space and room for goods in as stock levels decrease
- Ensures all goods inward procedures are followed and paper work is passed to the Allocations team promptly for entry on GLADYS (FareShare's in-house database). Learns and uses GLADYS in order to check stock or answer customer queries.
- Assists the Operations team with warehouse stocktakes to ensure accurate data is held on GLADYS and food waste is kept to a minimum. Continuously checks for on date and out of date stock, flagging to the Operations management team to allocate and/or remove from the warehouse floor.
- Provides Operations management team with end of day / shift handover information as required
- Actively contributes as a member of the Operations staff team, working towards developing and improving how we work. Makes suggestions for operational improvements, and implements changes as directed by managers
- Reports any issues or concerns to a manager

People

- Works as a core part of the Operations team, engaging with volunteers and corporate team day attendees, helping them become familiar with operational tasks.
- Monitors operational performance (e.g. the accuracy of the pick) and provides corrective feedback to colleagues and volunteers as required
- Provides excellent customer service to ensure that orders, collections and any queries are dealt with in a timely and efficient manner
- Demonstrates a commitment to diversity and cultural sensitivity, alongside the ability to build the trust and engagement of staff, volunteers and visitors to Maynard House

Standards

- Ensures that all areas of the warehouse are kept in a safe and tidy condition at all times. Monitors cleaning schedules to ensure they are completed regularly.
- Adheres to and complies with the policies, procedures and guidelines of EMERGE, FSGM and FSUK including personal protective equipment (PPE), Food Safety, Health and Safety, and Safeguarding.
- Completes required monitoring procedures for warehouse activities and reports issues to line manager and colleagues as required.
- Supports preparation work for regular external audit visits.
- Carries out any other duties which may be reasonably requested.

Person Specification

Essential Experience

- Strong communication and interpersonal skills, with the ability to confidently deal with people at all levels.
- Experience working in a customer-centric job
- Experience of working within an operational environment like a warehouse
- Good level of IT literacy, in particular Microsoft applications (Outlook, Word, and Excel).
- Excellent numeracy skills
- Good time management with the ability to manage workloads, set priorities and meet deadlines.
- Able to lift trays, boxes, bags and other containers of varying weights up to 25 kg

Desirable

- Experience working with volunteers and people with additional needs
- Knowledge of Safeguarding good practice
- Full UK driving licence (or valid equivalent)
- Experience using in house databases
- Must hold, or be willing to gain, Level 2 Food Hygiene Certificate
- Hold a Forklift Licence or willingness to undertake FLT training
- HACCP Level 2 or 3 (training will be provided)
- Formal IOSH or Level 3 in Warehousing (training will be provided)

Personal Qualities

- Approaches situations in a tenacious way, showing commitment to resolving issues and holding others to account. Perseveres to achieve results.
- Works calmly and maintains a disciplined approach to the task under the pressure of deadlines and/or changing objectives

- Identifies issues within own area of work and takes appropriate action using initiative.
- Self-motivated to work independently but also as part of a team, supporting and motivating colleagues as needed
- Handles ambiguity in a “no two days are the same” environment
- Committed to getting it right first time. Takes time to raise queries or challenge a situation in order to get it right.
- Committed to the 3Rs (Reduce, Reuse, Recycle) of sustainable waste management
- Committed to EMERGE’s mission, vision and values (see below)
- Committed to continuous professional development for self and others

Other background information - websites

www.emerge3rs.co.uk

www.faresharegm.org.uk

 Mission, Vision, and Values	
Mission	Vision
Together we make a real difference, inspiring change by: • 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.	