



Job title: Operations and Volunteer Coordinator
Reports to: Volunteer Manager
Responsible for: Volunteers
Location: Guildford, Surrey
Hours: Full-time (37.5 hours per week)
Length of contract: Permanent
Salary: Starting £24,825 Band 16

About FareShare Sussex & Surrey

We rescue surplus food from businesses, supermarkets and farms, that would have otherwise gone to waste and deliver it to charities, schools, food banks, community pantries and fridges and other organisations serving vulnerable people. This food is nutritious, in-date, and safe and includes a high proportion of fresh vegetables, fruit, meat and fish. 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 key workers.

We operate out of two sites; Guildford (Surrey) and Brighton (Sussex) and are one of 34 Regional Centres, working as a network across the country with FareShareUK, a national charity. Our new Guildford site is set to open in Autumn 2023 and will enable us to receive, store and deliver fresh, frozen, chilled and ambient food across the region.

Last year we delivered enough food for 2.6 million meals to help vulnerable people in our community. We receive and deliver around 100 tonnes of food every month, currently to over 150 organisations including homeless shelters, children's centres, pantries, lunch clubs and food banks across the 3 counties. FareShare Sussex & Surrey also works to improve the lives of vulnerable volunteers through our successful employability scheme.

City Gate Community Projects (registered charity 1093245) is the employer, delivery partner and franchise holder for FareShare Sussex & Surrey.

Main purpose of this role

This is a fantastic opportunity to set up and implement systems for FareShare Sussex & Surrey's new warehouse in Guildford. The role has a dual focus which firstly includes coordination of the day-to-day operations of the Guildford warehouse. Close working with the Warehouse Manager and Head of Operations will be key to the smooth running of the site. Secondly, the role will supervise and support a new team of volunteers from a range of backgrounds. Recruitment of volunteers will play a significant part of the role in the early stages. Opening up volunteering channels and strategic partnerships and working closely with the Volunteer Manager will help take our 20-plus years of learning and success from our Brighton site and carry this into the new location.

Duties and responsibilities

Coordination of volunteers and site operations

- Main point of contact for new and existing volunteers in Surrey
- Recruit, train and implement a volunteering strategy with the support of the Volunteer Manager

- Host corporate volunteering sessions
- Run volunteer rotas for both sites
- Operational coordination of Surrey Depot working with the Warehouse Manager to ensure smooth daily running
- Getting quotes and sourcing equipment for the site
- Scheduling vehicles for repair and maintenance
- Seeking new contracts and cost-saving opportunities
- Seek green initiatives to help reduce carbon impact

Person Specification

As an employer committed to Equal Opportunities, we will assess applications in line with these criteria that we consider either as being essential or desirable for this post. Please explain in your cover letter how you meet the points in the Person Specification.

	Essential Criteria	Desirable Criteria
Qualifications and/or experience	<ul style="list-style-type: none"> ● Experience of working on projects ● Experience of working with volunteers 	<ul style="list-style-type: none"> ● Experience of recruiting volunteers ● Use of volunteer management software (Salesforce) ● Working in an operations role ● Working with vulnerable adults ● Level 3 Safeguarding
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> ● Ability to plan, multi-task and manage your time effectively ● Good administrative and organisational ability ● Strong verbal skills ● Good numeracy skills ● Understanding of the importance of Food Safety and Health & Safety legislation ● Excellent attention to detail, comfortable using own initiative, managing priorities and workload ● Problem-solving and decision-making skills, solution focussed with the ability to support decisions using data and analysis 	

	<ul style="list-style-type: none"> ● Proactive, resilient, and able to work under pressure ● Excellent written and verbal communication skills, including ability to confidently present to stakeholders in person or online ● IT literacy including word processing and database use 	
Relationships (internal and external) values and behaviours	<ul style="list-style-type: none"> ● Able to foster a culture of fun, cooperation and togetherness ● To subscribe to the ethos, vision and mission of the organisation ● Ability to create and maintain successful working partnerships with multiple stakeholders ● Able to demonstrate a commitment to equal opportunities, diversity and inclusivity ● Working closely with the Warehouse. Manager to make sure operational needs are met ● Ability to enthuse and motivate colleagues and volunteers with a positive attitude ● Empathy with volunteers and a desire to understand diverse needs ● Ensure policies and procedures are followed 	<ul style="list-style-type: none"> ● Successful working with colleagues based at other sites ● Experience of establishing and developing relationships with external partners
Circumstances	<ul style="list-style-type: none"> ● Willing and available to work outside normal working hours occasionally if required ● Hold full Driving Licence compliant with UK standards ● Occasional travel to Brighton depot will be required ● Proof of the right to work in the UK 	<ul style="list-style-type: none"> ● Access to own car

Benefits

- Ethical pension scheme
- Access to learning and development opportunities
- Access to Telus Health & Well-being portal
- 25 days Annual Leave, 33 including all public bank holidays (Pro-rata for part-time employees)
- Staff-led well-being programme/team
- Flexible working
- Bike to work scheme



Safeguarding statement

FareShare Sussex & Surrey is committed to safeguarding and protecting the adults that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have policies and procedures in place which promote safeguarding and a safe working environment.

Equality, Diversity and Inclusion

FareShare Sussex & Surrey strives to engage an ability-based workforce that reflects the diverse nature of our local communities. The Charity is committed to equality, diversity and inclusion and it's important to us that this is reflected in the diversity of the people who work for the Charity. We particularly welcome applications from black, Asian and minority ethnic candidates, LGBTQ+ candidates and candidates with disabilities because we would like to increase the representation of these groups in the team. We want to do this because we know greater diversity will lead to greater results for us all. Please call or email if you'd like to chat about the FareShare Sussex & Surrey community in more detail.

Application Process

Please submit a CV and cover letter (one side of A4) explaining how you meet the Person Specification. Please also submit the equal opportunities form to: recruitment@faresharesussexandsurrey.org.uk before 9am Friday 6th October 2023. Interviews will be held online or in-person in Brighton on Friday 13th October 2023.

For an informal chat about the role, please contact our Head of Operations, Nathan Catt on 01273 671 111 (Option 3). Further information about FareShare Sussex & Surrey can be found online at faresharesussexandsurrey.org.uk. The application pack can be accessed via www.faresharesussexandsurrey.org.uk/latest-news