



Job Description - Warehouse Operations Assistant

Reporting to:	Project Manager (FareShare Merseyside)
Location:	FareShare depot in Speke, Liverpool
Hours:	Part time 4 days per week (28 hours) with the possibility of moving to full time in the future
Salary:	£7.50 per hour

About Fareshare

Fareshare is a National charity fighting food poverty by tackling food waste. We source food that is surplus to requirements- from retailers and manufactures -and engage many volunteers to help redistribute this to local charities and community groups and provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, School breakfast clubs, community centres and those recovering from addictions).

FareShare now operates 17 warehouse depots around the UK and supports over 900 local groups - our Community Food Members. Over the past year 4200 tonnes of food were redistributed by FareShare depots nation-wide, feeding 43,700 people daily

The Merseyside depot

The Liverpool depot based in Speke works to serve over 85 community food members (CFMs) within the Merseyside area. The depot currently operates Monday-Friday 9-5pm, with the view to expanding the working week to match the increasing need in the area and the increased volumes we are delivering.

We receive daily deliveries from various food companies and with the help of around 30 volunteers monthly, we operate daily shifts to redistribute around 46 tonnes of food each month. Our future plans include expansion into varying areas of Merseyside and developing new delivery routes to increase the CFM base.

Main purpose of this role

This challenging role works alongside the Project Manager for the Merseyside depot to ensure the smooth running of all aspects of the day-to-day operations of the warehouse and the highest standards of care towards our volunteers and CFM customers.

Job responsibilities

1. Operations

During your work shifts, you are responsible for the smooth running of all aspects of the operations of the Merseyside depot, including:

- To coordinate the work schedule so that volunteer cover is adequate to ensure that food deliveries (in and out) are dealt with effectively
- To build and maintain good working relationships with food suppliers and CFMs
- To be willing to cover aspects of shifts at short notice - for example, driving a van or fork lift truck

2. Team-work

- To supervise around 30 individuals monthly - a diverse group ranging from regular and long-term volunteers, placements (e.g. Job Centre) to business people having just a 1-day volunteering experience - to ensure that all shift duties are covered and teams work effectively
- To support the Project Manager and the warehouse coordinator with the recruitment, training and development of volunteers in the context of our commitment to Equal Opportunities
- To contribute actively as a member of the depot staff team, working collaboratively to develop and improve our services and operations

3. Standards

- To ensure compliance with relevant Health & Safety, Food Hygiene and other standards applicable to the building, vehicles, refrigeration equipment, our staff and volunteers, carrying out risk assessments as required
- To uphold and develop high quality customer care towards our CFMs
- To assist the Project Manager with making improvements to the way that we work; for example evaluating CFM services, working with volunteers

4. Administration

- To ensure that food movements are accurately logged on online management systems
- To assist the Project Manager and Warehouse Coordinator with depot administration, including running reports, correspondence with CFMs, dealing with petty cash, volunteer records
- To ensure that relevant administrative matters are dealt with in a timely way; for example, van licenses, insurance claims

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 in this role.

Essential

Experience

- Experience of working in a warehousing operation, preferably in food distribution
- Experience of managing or supervising staff or volunteers
- Experience of working with individuals who may feel vulnerable or may need support
- Experience of driving a van or delivery vehicles

Skills, knowledge & abilities

- Problem-solving skills and the ability to make effective decisions 'on the spot'
- Good team working skills, including both the ability to delegate and to develop people with a positive approach
- IT literacy, in particular of using Microsoft applications (Outlook, Word)
- Sound numeracy skills
- Good organisational skills including an attention to detail, an ability to prioritise and meet deadlines
- Excellent interpersonal skills and the ability to deal well with diverse audiences
- Accredited Qualifications in Fork Lift Truck Training (FTL), we would train the successful candidate if required.

Personal attributes

- A positive attitude and a motivation to collaborate with and develop others
- A commitment to Equal Opportunities
- A flexible work approach, including a willingness to cover alternative shift rotas
- A full, clean, driving license
- Enhanced CRB status to work with vulnerable adults (or if not it is essential that this is applied for and granted)

Desirable

Experience

- Experience of supporting training sessions or training updates.
- Experience of working with individuals who may feel vulnerable or need support

Skills, knowledge & abilities

- Qualifications in Food Hygiene, Health & Safety as it applies to food distribution (or if not it is essential that you have the commitment to training in these areas)
- Sound knowledge of the Merseyside Area
- All round good health

Application Process

If you think that this is a role that you would like to apply for, then forward the completed application form, a covering letter of no more than 500 words setting out why you consider yourself suitable for the role together with the Equal Opportunities Monitoring form to :- recruitment@fareshare.org.uk quoting reference LW/1 (very important).

Closing Date is 2nd July 2013 - 5pm with interviews on the 9th & 10th July 2013

Further information about who we are and what we do can be found on our website at www.fareshare.org.uk