



Job Description

Assistant Operations Manager

Reporting to: Head of Operations
Responsible for: Operations Placements and Volunteers
Hours: 5 days per week - shift hours are described below
Terms: 33 days annual leave, including bank holidays pro rata
Salary: £23500 per annum
Employer: Food Redistribution Wales Ltd (FareShare Cymru)

FareShare Cymru

FareShare Cymru is an independent charity and part of the national FareShare U.K. network of surplus food redistribution charities.

We fight food poverty by tackling food waste. We source quality surplus food - from food retailers, manufacturers, and suppliers - engaging volunteers to redistribute to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions). 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 keyworkers.

Circumstances

Job based at FareShare Cymru, Cardiff Depot, Unit S5, Capital Business Park, Cardiff, CF3 2PU

Purpose of Role

To co-ordinate the day-to-day operations, supervise a large team of volunteers and ensure the ongoing success of the FareShare Cymru in South Wales.

This will involve working closely with operations and development team colleagues and volunteers to ensure that all operational activities are completed to the agreed timetable and to the food safety standards set out in the FareShare operating manual.

Job Responsibilities

Operations

- Work as a team with the Head of Operations, Assistant Operations Manager, colleagues and volunteers to ensure all shifts are adequately planned, supervised and meet operational needs
- Co-ordinate the day-to-day operations of the FareShare Cymru Regional Centre
- Ensure that food which enters the depot is processed appropriately and that all information is input into the OMS
- Responsible for organising food re-distribution using the FareShare food management systems

- Work with the rest of the Operations team to respond to food offers and other requests from the FareShare UK Food Team - ensuring a high response rate
- Ensure that all records are maintained
- Maintain excellent relations and communications with volunteers, staff, food suppliers and charities
- Ensuring all key activities and milestones per shift are met
- Work with the Head of Operations to develop new operational processes as required and take an active role in their implementation
- To carry out any other duties which may be necessary in the light of the main purpose of the job
- Drive the van and forklift when necessary
- To provide cover for the Head of Operations and or other colleagues during absences
- With the Operations team ensure that Super LCPs, Local Collection Points, Permanent Collection Points and other 'projects' are implemented efficiently

Health & Safety

- With the Head of Operations, be responsible for the Health & Safety and security of the FareShare Cymru regional centre, vehicles, staff and volunteers, including the delivery of appropriate health & safety briefings
- Carry out & update risk assessments as defined by the FareShare operating manual and complete risk assessments for all new activity as required
- Ensure compliance with all FareShare policies and procedures and industry standards as required by food donors and regulators
- To ensure that the vans used by FareShare Cymru are roadworthy and legal (taxed and insured) and to ensure there is payment of appropriate charges
- Support the development of relevant policies and procedures for FareShare Cymru and ensure that all staff, volunteers, food suppliers, charities and visitors adhere to them as appropriate
- To comply with monitoring and evaluation systems as required for FareShare Cymrus activities and report regularly to the Head of Operations as required

Volunteers

- Work with the Volunteer Lead to enhance the experience of volunteering at FareShare Cymru
- Work with the Volunteer Lead to ensure that volunteer management policies and procedures are implemented
- Supervise and coordinate volunteers on a day-to-day basis, providing on shift training and guidance for all volunteers
- Ensure that all volunteers receive appropriate training at the right times. Source the best value training and/ or provide training to volunteers.
- Support the Head of Operations in the development of all volunteers and other work placement trainees
- Work to ensure that volunteers are motivated and supported and allowed to develop and get the most from their volunteering
- Be responsible for ensuring that volunteers expenses are claimed, recorded and paid according to policy
- Work to create a sense of teamwork and belonging amongst volunteers
- Work to reduce any real or perceived barriers to volunteering with us
- Provide references for volunteers if requested
- Organise operational volunteer rotas
- Organise any work for Corporate Volunteer Days
- Ensure that supervision, training and service delivery are all in accordance with FareShare's Equal Opportunities Policy.

- Ensure that communication with volunteers flows and is working.

Food Sourcing

- Work with the Food Sourcing Lead to ensure a good service is provided to local suppliers
- Work with the Food Sourcing Lead and others to find solutions to food so that the minimum is wasted and the maximum number of food offers are taken up.

CFMs

- Work with the Community Food Members (CFM) Lead to ensure that growth into new areas is achieved.
- Work with the CFM Lead to ensure that any member issues are addressed.

Other

- To carry out any other duties which may be necessary in the light of the main purpose of the job
- To provide cover when necessary for other members of the FareShare Cymru team

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Commitment to gain, if not already held, intermediate certificate in food hygiene • Experienced driver, with full, clean driving licence • Willing and able to drive a van when required • Willing and able to train to forklift licence 	<ul style="list-style-type: none"> • Level 2 or 3 Food Safety Qualification • Forklift licence
Experience & Knowledge	<ul style="list-style-type: none"> • At least one years' experience of one or more of the following: <ul style="list-style-type: none"> o supervising/managing staff and/or volunteers o warehousing operation o food distribution • Experience of working in a team with evidence of demonstrating a flexible approach to team working • Experience of working on own initiative, able to manage own workload and prioritise tasks to meet objectives • Computer literate with experience of working with 	<ul style="list-style-type: none"> • Experience of taking responsibility for health and safety issues within a food distribution and/or warehousing operation • Experience of working in a highly regulated environment and demonstrable risk assessment capabilities • Experience of delivering training to staff or volunteers • Experience of working with people who may have additional support needs • Experience of driving vans / medium sized vehicles

	MS Office and other bespoke software packages	
Skills, Abilities and Attributes	<ul style="list-style-type: none"> • Excellent interpersonal & communication skills, clear ability to adapt approach to a diverse range of audiences • Team player able to motivate and develop people through positive approaches • Willing and able to develop new skills and take on challenges • Able to meet targets and deadline and to work under pressure 	

Please note that due to insurance requirements we are only able to accept applications from individuals aged 25+.