

**Job Description**

**Assistant Operations Manager**

Reporting to:  Operations Manager

Responsible for:  Operations Volunteers & Placements

Hours:    37.5 hours per week across 5 days

Terms: 33 days annual leave, including bank holidays pro rata

Salary:  £24,204.96 - £25,992.12 per annum

Employer:  Food Redistribution Wales Ltd (FareShare Cymru)

**ABOUT US**

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

We turn an environmental problem into a social solution. 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.

**SCOPE OF ROLE**

Working as part of a team of Assistant Operations Managers to co-ordinate the day to day warehousing and distribution operation within our Cardiff depot. You will supervise and support our team of volunteers to ensure that all daily operational activities are complete within a set timetable and whilst adhering to Food Safety and Health and Safety standards.

**PLACE OF WORK**

Primarily be based at FareShare Cymru, Cardiff Depot, Unit S5 or Unit M1, Capital Business Park, Cardiff, CF3 2PU

**Job Responsibilities**

**Operations**

Co-ordinate the day to day operations of the FareShare Cymru depot, Including;

* Scheduling of volunteers and employability team members to enable us to complete daily operational activities to set time frames.
* Accepting and processing goods in, ensuring all Food Safety and Health and Safety procedures are followed.
* Using our internal systems to manage inventory and ensure we are maximising storage capacity while maintaining high standards of food safety.
* Overseeing and supporting the picking of orders for our Community Food Members.
* Seek ways to improve the operation by increasing throughput and minimising waste.
* Assisting in the loading and unloading of our vehicle fleet which can include use of manual handling equipment such as Forklift Trucks and Pallet Pump Trucks.
* Occasionally making deliveries to our Community Food Members.
* Maintaining a safe and clean working environment by implementing and adhering to our Standard Operating Procedures, Safe Systems of Work and all points within our Safety Management System which includes both of our operational premises as well as company vehicles and equipment used on site.
* Contributing to and assisting with the delivery of any changes to processes and procedures communicated by the senior operations team.
* Providing cover for other AOM’s and the Deputy Operations Manager in their absence.
* To carry out any other reasonable tasks that impact on the operation of FareShare Cymru.

**Volunteer Team**

Work with our Volunteering and Employability Leads to enhance the experience of our volunteer team by;

* Motivating and supervising volunteers on a day-to-day basis offering support, guidance and coaching in the tasks they are performing.
* Expanding the knowledge of FareShare Cymru operations within the volunteer team by offering and supporting development of skills in day to day tasks including physical and administration tasks.
* Lead and partake in daily team briefs to ensure an overview of daily tasks is given to the team and any important FareShare Cymru updates are shared.
* Work with our Volunteering and Employability Leads to support the induction of new volunteers into our operation.
* Facilitate and supervise induction and tasking with Team Volunteer Days and any other visitors to site.
* Ensure all policies and procedures are followed to allow a safe, collaborative and inclusive working environment.

**Other**

* Working with our Community Food Members Lead to support CFMs by ensuring timely delivery of suitable food and assisting with any operational or logistical issues faced by CFMs or FareShare Cymru.
* Working with our Food Sourcing Lead to ensure we are maximising our intake of food offered to us whilst minimising any wastage. As well as supporting local food collections sourced by FareShare Cymru.
* To work collaboratively with our partners within the wider FareShare UK network to support our mission of reducing food waste and tackling food poverty in Wales.

**Person Specification**

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|  | Essential | Desirable |
| Qualifications |  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 |  Level 2 or 3 Food Safety Qualification   * Forklift licence |
| Experience & Knowledge |  At least one years’ experience of one or more of the following:  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 MS Office and other bespoke software packages |  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 |
| Skills, Abilities and Attributes | * 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+.