



Job Description

Support Officer

Job Title: Support Officer
Reporting to: CFM Lead
Hours: Part-time (15 hours)
Terms: 33 days holiday (including bank holidays) pro rata. After two years' service this increases by 1 day a year up to a maximum of 5 days (pro rata). 1 day volunteering leave per year also available (pro rata)
Salary: £24,000 - £25,500 pro rata

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.

This post is a new role in response to the growth of the charity's operations and we anticipate exciting new opportunities for further growth in the future.

Circumstances

Hybrid working with time split between our offices in Cardiff and home. The postholder will be required to attend meetings in-person at the Cardiff offices. The role may require the post holder to travel throughout Wales and attend events out of hours.

Purpose of Post

To support the work of the Development Team and FareShare Cymru in general.

Responsibilities

Development Team Admin Support

- Monitoring emails to the Members@ email address when the Community Food Members (CFM) Lead is absent and ensuring any issues are picked up
- Informing Community Food Members of any issues with the delivery schedule e.g. if the van is running late when the Community Food Members Lead is absent.
- Database maintenance - including for automated emails and Salesforce
- Gathering relevant information/updates for CFMs each month e.g. funding opportunities, premises check reminders, changes to membership and creating a monthly update
- Ensuring that premises checks and six-month check ins are completed

- Social media scheduling
- Research and reporting support
- Supporting Lead officers where necessary

Other

- Communicating Cyber Essentials updates to team, updating processes, communicating changes in policies, staff training and keeping this up to date
- Work on and support sustainability within FareShare Cymru operations
- Ensure that the office supplies are maintained and that we get the best value sustainable supplies.
- Meeting support and administration
- Assisting in organising / at any events
- 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

- Good level of English and Maths
- Experience of working as part of a team supporting and delivering projects and work plans to agreed time, cost and quality indicators
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- Ability to work in a multi-disciplinary team and work on own initiative to meet objectives
- IT Literate - including use of email, Microsoft Office, database systems and social media scheduling tools
- Excellent interpersonal & communication skills, clear ability to adapt approach to a diverse range of audiences
- Willing and able to develop new skills and take on challenges
- Organised, able to meet targets and deadlines and to work under pressure
- High degree of motivation, commitment and the ability to use own initiative
- Proactive
- Commitment to the ethos of the Third Sector and the work of FareShare Cymru
- Reliable, resourceful and responsible
- High level of attention to detail and accuracy