

**Job description**

**Job title: Director of Operations/Chief Operating Officer**

**Reporting to:** Chief Executive

**Salary:** £35 – 40k per annum

**Terms:**  25 days’ paid leave, in addition to bank holidays

**Hours:** Full time, 37.5 hours per week

**Responsible for:** Warehouse Managers (x2), Operations Senior Management Team, warehouse team(s)**,** Volunteers

**FareShare South West**

FareShare South West is 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, etc.). 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 past year, the work of FareShare has acquired a very high profile through programmes to address food poverty exacerbated during the Covid-19 pandemic and as part of the national network, we are partners in Marcus Rashford’s campaign to ensure no child goes hungry during the holidays.

This role provides an exciting opportunity to be instrumental in helping to plan and deliver the next phase of our development. The post is a new role in response to this year’s rapid growth of the charity’s operations and we anticipate exciting new opportunities for further growth in the future.

**Purpose of the post:**

* To provide leadership across all FareShare South West depots, ensuring that operations are set-up and managed efficiently to required levels of compliance with regulations and Service Levels.
* To manage and develop systems, processes, and structures to maximize the charitable mission of FareShare, delivering as much surplus food as possible to frontline projects.
* Responsible for execution of long and short-term plans by implementing judgement and vision.

**Scope:**

* The Director of Operations/Chief Operations Officer will be responsible for leading the management of acquiring, storing, and distributing over 500 tonnes of food each year to a growing network of member organisations.
* The charity operates out of a network of warehouses that service the south-west of England, and with scope for further growth.
* Current staff levels within Operations include 10 salaried personnel and shifts of 150 volunteers managed through four direct line reports. Currently, the warehouses are operational 5 days per week and 52 weeks per year.
* This is a senior role which includes the responsibility to deputise for the CEO from time to time.

**Key duties & Responsibilities:**

**Strategic Development:**

# Contribute towards the strategic planning process, ensuring all operational plans and capacity aligns with the aims and goals set by the Board of Trustees

# To recommend, develop and integrate new operations and systems to ensure the ongoing success and growth of FareShare South West.

# Support the monitoring of delivery and reporting of progress against the strategy of the Charity

* Develop long term partnerships with external stakeholders in achieving strategic goals.

Operational Management:

* Recommend and implement innovative practices that will transform the charity’s operations to ensure there are no barriers to growth.
* Develop new operational procedures in accordance with FareShare national policies and procedures whilst also reflecting the needs of the local community.
* Manage staff members, including recruitment, training, appraisals, and disciplinary procedures.
* Source and maintain an appropriately skilled workforce – including staff and volunteers.
* Set up and integrate new depots in line with growth of the charity.
* Ensure there is an adequate pipeline of food to meet the demands of present and future Community Food Members whilst seeking to minimise waste.
* Maintain good relations and communications with the FareShare UK Food team, local food suppliers and Community Food Member recipient projects.
* Monitor and evaluate FSSW’s activities and make regular reports to the CEO, other team members, the Directors of FSSW and FareShare National as required.
* Focus on Continuous Improvement and Quality.
* Manage operational expenditure within agreed budgets.

**Health & Safety, Food Safety and Equal Opportunities:**

* Operate according to the FareShare HACCP Food Safety Manual.
* Take responsibility for day-to-day health & safety issues and security of the warehouse operations, including corrective actions as advised by the Head of Compliance.
* Support the development of policies, risk assessments and procedures for all operational locations and ensure that all staff, volunteers, donors, recipients, and visitors adhere to them as appropriate.
* Take responsibility for food safety, ensuring appropriate training is given and all guidelines and legal requirements are adhered to.
* Ensure the service is delivered in accordance with the FareShare Equal Opportunities Policy.
* Ensure all new locations adhere to FareShare operational procedures, H&S, and food safety.
* Be responsible for the wellbeing of all depot staff and volunteers.

**Person Specification**

* **Experience**
* Minimum 5 years management experience in a multi-warehouse environment within the Fast-Moving Consumer Goods (FMCG) sector or similar at a senior level.
* Experience of leading multi-dimensional/multi-site projects from operational and strategic perspectives.
* Experience in financial management, including control over income and expenditure and performance measures.
* High level communication skills and ability to engage at all levels with diverse external stakeholders.
* Developing long term partnerships with external stakeholders in achieving strategic goals.
* Experience of working in a regulated environment and demonstrable risk assessment capabilities.
* Experience of managing within a customer focused environment.
* Experience of management in an environment where Health and Safety is fundamentally key for all staff, volunteers, and visitors.
* **Skills, knowledge, and abilities**
* Leadership skills - including the ability to motivate and develop people to deliver high levels of performance.
* Problem-solving skills and the ability to make effective decisions ‘on the spot’.
* The ability to act as an ambassador for FareShare to diverse audiences of external stakeholders, strengthening the brand and raising awareness.
* Strong presentation/facilitation skills to promote awareness of the FareShare mission.
* Delivering customer service - the ability to deliver excellence through a competitive service offer to all stakeholders, including internal stakeholders.
* IT literacy, including Microsoft applications and managing information in different formats.
* Excellent interpersonal skills and the ability to create good work partnerships with multiple stakeholders both internally and externally.
* Ability to work systematically to agreed guidelines in the absence of close supervision.
* Strong communication skills in generating work guidelines and generating strong relationships with the Regional Centre network.
* Proven ability to understand the nature of working with a voluntary workforce.
* Knowledge of relevant food safety procedures and proven ability to set guidelines to ensure an efficient and compliant, food-safe environment.
* High level of attention to detail, data management, and recordkeeping.
* Proven ability to recognise and address high priorities and when necessary link these elements to overall strategy.
* Full clean UK driving licence and own vehicle is required.
* Forklift driving licence (or willingness to train).
* **Competencies and Behaviours**
* A commitment to Equal Opportunities
* Planning and prioritisation – proven ability to develop and implement clear plans with defined outcomes and resource management.
* Communicating with impact – proven ability to influence across all media to establish commitment to organisational goals.
* Dealing with change – proven ability to act quickly, decisively, and positively to change.
* Problem solving and decision making – proven ability to anticipate, assess and deliver innovative solutions to problems with clear logical thinking.
* Self-starter and team player, and self-motivated who is also able to work autonomously.
* Proven ability to motivate staff and volunteers to work as a team during a period of change