



Job description

Job title: Membership Development Manager
Reporting to: Head of Business Development
Salary: £23,000 - £25,000
Hours: 37.5 hours per week, Fixed term contract (6 months)
Responsible for: Interns, Volunteers

Purpose of the post:

FareShare South West (FSSW) supports over 400 charities, schools and community groups with a food supply- we call them our Community Food Members. As we grow, we know that there are hundreds more organisations in the South West who could use our food to make a difference.

- 80% of FareShare members say they could increase the variety of food with our supply
- 1 in 4 members say they could start running new food services for their community
- 87% said they could reduce their food waste

This new role will work with the Head of Business Development and Regional Teams to support the research, development and delivery of new food uses and membership models across FareShare South West. The role will support membership recruitment, retention and account management to deliver outstanding customer experiences and increase redistribution of surplus food in line with our charitable objectives.

Duties & Responsibilities:

Supporting membership innovations & development

- Research new innovations, horizon scanning for new opportunities to increase the use of surplus food amongst charitable organisations, and initiate/support improvements to operational capability within regional teams.
- Identify & scope out initiatives that drive/create demand for surplus food while having transformational social impact.
- Support wider teams in rolling out new food innovations e.g. frozen food, through membership scoping, project management & delivery.
- Compile Membership guide for Members including food safety, with support from wider teams.
- Support the development of new partnership models, to standardise the different ways charities use our food for good.
- Create, roll out & monitor food safety review process for members, in line with FareShare UK developments and guidance.

- Work with Head of Business Development to enhance membership development and delivery a consistent high-quality service across all FSSW regions

Membership Account management & recruitment

- Support account management (membership recruitment and retention) within the West of England membership team, speaking to charities receiving our food on a daily basis.
- Work with the wider team to transition customer service tasks from membership team into warehouse operations and finance teams to ensure a customer service focus and culture.
- Research, develop and deliver potential new members/markets/geographical areas for membership recruitment activity, including targeted recruitment to tackle food insecurity (based on geography, end beneficiary type or food use).

Membership Programme Support

- Develop stakeholder engagement around targeted programmes to ensure we have the support we need to continue our operations.
- Support key funded Programmes delivering specific outcomes (for example, tackling child hunger in Gloucestershire). Support Fundraising Team to create impact reports for our funders and supporters.
- Working with the Head of Business Development, Heads of Regions and Fundraising Team, develop new Programmes and/or extend existing programmes across all FSSW Regions.

Administration/General/Cross-cutting tasks

- Provide reports and information about activity, performance, and progress against KPIs as necessary and upon request and ensure all Regions have plans and targets for Membership recruitment and retention.
- Work within national FareShare policies, procedures and adhere to legal frameworks
- Undertake administrative duties as required (and/or as directed by the Director of Operations or Head of Business Development) to support the effective functioning of the Charity.
- Be an excellent ambassador for FareShare South West as the region’s largest charity tackling hunger and food waste.

Person Specification

Criteria	Essential	Desirable	Evidence
Skills / Abilities	<ul style="list-style-type: none"> ▪ Able to deal with a range of customers ▪ Good communications skills, especially telephone and email ▪ Planning ▪ Work as part of team ▪ Strong administrative skills 	<ul style="list-style-type: none"> ▪ Sales/customer service experience 	CV/ Interview/ Presentation

	<ul style="list-style-type: none"> ▪ Monitoring and evaluation skills for qualitative and quantitative data ▪ Ability to confidently assess and report on own work 		
Knowledge	<ul style="list-style-type: none"> ▪ Good knowledge of customer service ▪ Administrative processes in a customer service and/or warehouse environment 	<ul style="list-style-type: none"> ▪ Food industry, food safety ▪ Health & Safety ▪ Knowledge of South West charity sector and food insecurity issues 	Interview/ Presentation
Qualifications training and education	<ul style="list-style-type: none"> ▪ Five GCSE's (grade C or above) or equivalent, including English and Mathematics OR ▪ Demonstrable literacy and numeracy. 	<ul style="list-style-type: none"> ▪ Qualifications in customer service ▪ Food safety/hygiene 	CV/ Certification
Experience	<ul style="list-style-type: none"> ▪ Working in customer service environment ▪ Operations ▪ Administration ▪ Working in teams ▪ Confident use of IT software packages 	<ul style="list-style-type: none"> ▪ Project management experience ▪ Sales or customer liaison ▪ CRM experience ▪ Managed staff/teams ▪ Voluntary sector ▪ Use of social media 	CV/ Interview
Other requirements	<ul style="list-style-type: none"> ▪ Car owner/driver ▪ Holds full UK License ▪ Passionate about FareShare South West aims of tackling hunger and food waste 		