



## **Job description**

<b>Job title:</b>	Warehouse Manager (West of England)
<b>Reporting to:</b>	Operations Manager
<b>Salary</b>	£28,500
<b>Term:</b>	Permanent, 25 days holiday (excluding bank holidays), 5% pension contribution
<b>Hours:</b>	37.5 hours per week (hours between 7.30am - 5pm depending on shift pattern, occasional evening shifts and weekend work)
<b>Responsible for:</b>	Deputy Warehouse Manager, Warehouse Supervisors, Drivers Seasonal workers, contractors & Volunteers
<b>Location:</b>	Bristol warehouses

Do you care about doing something worthwhile with your working day? Passionate about supporting people at work and beyond? At FareShare South West, you can make a real difference to the 1 million people in the south west who are going hungry.

We're the region's largest food charity. We join the dots between food waste and hunger, transforming an environmental problem into social good.

Working at one of our two Bristol warehouses, the Warehouse Manager is fundamental to our operations. The right person will combine logistics or warehousing experience with empathetic management of both staff and volunteers. In return, you'll be part of an inclusive and friendly team in a small but fast-growing charity doing impactful and rewarding work.

### **Purpose of role:**

The role of Warehouse Manager requires strong leadership in a constantly changing and growing environment of a food distribution charity. Creating structure and delegating accordingly is key within this role, where each day can vary with multi-layered activities. Working within a dedicated staff team with a large pool of volunteers, many of whom have been or are vulnerable. The role requires sensitivity and empathy alongside organisation and management of individuals. The successful candidate must have experience of working in the logistics or warehousing industry and have experience of leadership.

You will:

- lead a FareShare South West warehouse, ensuring that operations are managed effectively, safely, and to required levels of compliance with regulations
- ensure a viable workforce is maintained, made up of staff and volunteers which are supported, safe, and motivated to deliver against operational targets

## Person Specification

### **Essential knowledge, skills and experience**

- At least one years' experience of working in at least one of the following areas: voluntary sector management, food distribution, warehousing operation management
- Experience of supervising/managing staff and/or volunteers and delegating tasks
- Experience of delivering training
- Ability to develop, initiate and maintain systems and procedures
- Excellent communication and interpersonal skills
- Good administrative and organisational ability
- Problem solver and competent decision maker who is able to prioritise effectively and take ownership of their decisions
- Full UK driving licence and confident driving
- IT competent and able to use various IT platforms/systems
- A clear commitment to the ethos of FareShare Southwest, and to the agreed plans of the organisation, and able to positively contribute towards its achievement
- Experience and knowledge of adhering to health and safety standards within a warehouse operation
- Forklift Truck operators' qualification (or willing to train as an essential part of the role)

### **Desirable knowledge, skills & experience:**

- Voluntary sector experience
- Experience of working with people who require support
- Experience of working within a food operation

## Duties & Responsibilities

### **Operational Management:**

- Overseeing and managing the safe and efficient operation of a FareShare Southwest warehouse ensuring that all essential tasks are completed to a sufficient level of quality.
- Working with the Operations Manager, ensure that the warehouse is effectively set up to manage levels of goods in and deliveries out to members in line with agreed growth targets.
- Ensuring the planning and smooth running of food intake and food delivered. Liaising with food industry representatives, FSUK Team, distribution companies and hauliers.
- Maintaining good relations and communications with Community Food Member recipient projects in partnership with other team members, to high levels of customer care or stakeholder engagement.
- Coordinating and managing external contractors for services/repairs etc.
- Managing waste to maximise the distribution of surplus food, with support from the Operations Manager and the wider FSSW team.
- Ensuring that the Warehouse has adequate supplies of essential consumables and equipment for the day-to-day running of the site.
- Overseeing the management of on-site petty cash.
- Responsibility for the day-to-day, on-site food safety, food hygiene, stock control, warehouse storage, delivery and collection logistics, food management

systems, equipment, the warehouse site, and day-to-day management of the on-site fleet of FSSW vans.

- Working with the Operations Manager to improve and evaluate existing operations and systems and develop and integrate new processes to ensure the ongoing success and growth of FareShare South West food warehouse.
- Responsibility for the delivery of corporate volunteer days with the volunteer team.
- Work alongside the Fleet Coordinator to ensure the fleet of vehicles are looked after and maintained in a compliant fashion.
- Carry out any other duties which may be necessary to fulfil the main purpose of the post.

#### **Team Management:**

- Maintaining a strong leadership role which includes daily, weekly delegation to staff members and volunteers, feedback to team members, and following up as appropriate.
- Responsibility for the management, training and supervision of the warehouse team made up of staff members, interns/trainees, and volunteers. Including appraisals, supervisions, disciplinary procedures, and supporting recruitment, working closely with the Operations Manager.
- Responsibility for the volunteer workforce in their day-to-day warehouse activities. Working closely with the volunteer team to ensure effective cover for shifts is in place, adequate/timely recruitment and support interventions are delivered.

#### **Compliance:**

- Working with the Head of Compliance, ensure the warehouse is ready for and compliant with internal and external audits and the warehouse remains compliant to the highest standards throughout the year. Operate according to the FareShare HACCP Food Safety Manual as well as the requirements of local environmental health.
- Responsibility for the health & safety, and security of the warehouse and the safety and wellbeing of all warehouse staff and volunteers.
- Support the development of policies, risk assessments and procedures for the warehouse and ensure that all staff, volunteers, donors, recipients, and visitors adhere to them as appropriate.
- Take responsibility for food safety within the warehouse, 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.

#### **How to apply**

Please submit your CV and covering letter to [recruitment@faresharesouthwest.org.uk](mailto:recruitment@faresharesouthwest.org.uk) by 23:59 on Sunday 3 December 2023. We are planning to conduct interviews on the 12 and 13 December. If you have any questions about the role or need to apply in a different way, please contact [recruitment@faresharesouthwest.org.uk](mailto:recruitment@faresharesouthwest.org.uk) or call 0117 9542220.

We may close this vacancy early if sufficient applications are received, so please submit your application as soon as possible.