



Head of Operations

- Reporting to:** Chief Operations Officer (COO)
- Salary:** £35,751 pa
- Hours:** 37.5 hours per week
- Terms:** Permanent, 25 days Holiday pa (pro rata, exc. Bank Holidays), 5% pension contribution, Employee Assistance Programme, Line Managers Support Line, enhanced leave (sickness, parental), flexible working, individual training budget
- Location:** Plymouth warehouse or Bristol warehouse/office based with frequent travel within the South West region to all warehouses and the central Bristol office.
- Manage:** 3x Warehouse Managers, Head of Compliance, Fleet Coordinator
- Work with:** Operations Leadership Team (Head of Food & Logistics, Head of Employability, Volunteering and Safeguarding) Partnership & Membership Director

About FareShare South West

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

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

FareShare South West (FSSW) is an independent charity working as part of the national FareShare UK (FSUK) network. 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.

Purpose of the post:

The Head of Operations will oversee three warehouses in Bristol and one in Plymouth to coordinate the delivery of around 40 tonnes of surplus food each week to c400 front line organisations. The right person will combine a love of logistics, a passion for reducing food waste and leading multi-dimensional teams. In return, they will be part of an inclusive and friendly team in a small but fast-growing charity doing impactful and rewarding work.

Key Responsibilities

Strategic Development:

- Develop and implement the operations strategy (consisting of warehouse, fleet, health & safety and compliance strategies)
- Drive innovation, efficiencies and improvements across operations to increase environmental and social impact while reducing costs where possible
- Align operational capacity with growth plans across surplus food volumes, volunteers, staff and our membership service, working closely with the Operations Leadership Team and the COO
- Prepare and report on operational metrics for the Senior Leadership Team and Board of Trustees

Operational Management

- Ensure efficient setup and the ongoing operation of all warehouses including seasonal uplifts, remote and temporary operations
- Create and manage the operational budget, ensuring expenditure is at/below target
- Liaise with our food sourcing teams to make the best use of available food to meet the demands of members whilst seeking to minimise waste
- Efficiently manage all warehouse buildings, equipment, and vehicle compliance
- Provide operational guidance to strategic partner organisations supporting the charity to deliver the FareShare South West service
- Manage and support our Fleet Coordinator and hold ultimate responsibility for our fleet of vehicles and material handling equipment

Health & Safety and Compliance

- Lead on charity-wide adherence to food safety and health & safety regulations, ensuring all teams are trained to the required standards
- Maintain compliance with internal FareShare South West policies, and the national charity FareShare UK policies, within which we operate
- Hold ultimate responsibility for the oversight of external audits and timely implementation of corrective actions, working closely with the Chief Operating Officer and Chief Executive Officer

Workforce Development

- As a member of the Operations Leadership Team, support with internal policy development, operational restructures etc, as guided by the COO
- Balance staff rotas for safe and effective operations, including provision for seasonal fluctuations
- Manage recruitment, training and development of warehouse teams, including Health & Safety, wellbeing and welfare
- Lead on staff appraisals and probationary reviews across the Operations Team, ensuring alignment to the Strategic Plan and personal and professional development of the team

Person Specification

Experience

- Running multi-dimensional or multi-site projects
- Financial management and performance measures
- High level communication and stakeholder engagement
- Working in regulated environments

- Customer-focused management

Skills, Knowledge, and Abilities

- Strong management and team development skills
- Collaborative problem-solving and sound judgement
- Strong IT literacy and data management
- Knowledge of Health & Safety procedures, ideally with a food safety background.
- Ability to understand the unique challenges and opportunities in an operation mainly comprised of volunteers

Capabilities and Behaviours

- Commitment to inclusivity and equal opportunities
- Effective planning and resource management
- Adaptability to change
- Innovative problem-solving
- Proactive and supportive team player
- Strong leadership and development of positive team culture