

Membership Co-ordinator

Reporting to:	Membership Account Manager - West of England (WoE)
Salary:	£24,000 pa
Hours:	37.5 hours per week
Terms:	Fixed Term - 1 year, 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:	Bristol based hybrid role, with regular work in Bristol warehouses, and occasional travel to Plymouth and members
Work with:	Membership Account Manager - Devon & Cornwall (D&C), Membership Support Officer, Finance, Compliance, Operations, Fundraising & Communications

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.

FareShare South West joins the dots between food waste and hunger, empowering communities to turn an environmental problem into lasting social good. We rescue tonnes of quality surplus food from the industry and share it with charities and schools to bring health, dignity and routes out of poverty for people across the south west. Our supportive volunteering and employability programmes offer local people the opportunity to thrive.

In this role, you'll provide an essential link between our charity members and the warehouse operations team. In return, you'll be part of an inclusive, friendly team in a small but fast-growing charity that helps fight the injustice of who gets to afford a healthy diet.

FareShare South West is an independent local charity, working in partnership with FareShare UK. By being part of the national FareShare network, we can help rescue more food. By being small and independent, we can remain close to our local partners and people, and continuously adapt to meet the needs of local communities. The member charities we share food with transform lives, using food to connect people with other support and routes out of poverty, including children and families, people on low incomes, homeless people, refugees, domestic abuse survivors, people in recovery, older people and many others.

Purpose of the post

This exciting role links our 300+ organisations that receive food from us, known as our Community Food Members (CFMs) and our thriving operation. As Membership Co-ordinator, you'll work across the charity with the Membership and Warehouse Teams, and our large and diverse team of volunteers to support our Community Food Members that receive surplus food from FareShare South West (FSSW) delivering a smooth service to CFM's, and efficient operations within FSSW each week.

Working closely with the membership account managers across the region, you'll act as a champion for our members, ensuring the service is delivered to a high standard and, communicating with the rest of the team, ensure a high level of satisfaction and retention through customer service. You will support and improve the effective integration of Membership and Operations, to ensure that our operation continues to run smoothly. You'll be based mainly at the Central Bristol Office with occasional travel to the Plymouth Warehouse and visiting our community members across the South West.

Key Responsibilities

Member Support

- Lead on liaising directly with members on onboarding, offboarding, queries, complaints, seasonal schedules and general account administration.
- Lead on resolving daily queries and issues from our existing members (e.g. food issues, product recalls, etc.)
- Use the Charity's Customer Relationship Management (CRM) system to manage engagement with members.
- Food Allocation Writing - supporting/working with/covering the Membership Account Managers/ CFM Support Officer, writing allocations for Members/Routes.
- Coordinate changes and updates to the Delivery Schedules according to seasonal demand and feedback from members - including member food profiles, contact details, addresses, delivery instructions.
- Supporting the Membership Managers in the execution of special membership events, targeted campaigns and projects (i.e. Holiday Activity Fund (HAF)).

Membership and Internal Stakeholder Integration

- Liaise between the Membership Team and other internal stakeholders, to keep up to date with membership developments, including any requests for a change to service.
- Support core functions with key developments to membership service e.g. Bulk Pallet deliveries, development of 'Surplus Surplus' initiatives, events, frozen food.
- Coordinating with members and Head of Compliance to ensure high levels of compliance within the membership function.
- Work with the Warehouse Team on developing and implementing operational improvements to increase efficiency and the quality of service provision.
- Engage with the Fundraising and Communications Teams to provide key data on membership.

Compliance and Health & Safety

- Operate according to the FareShare Food Safety Manual.
- Undertake relevant training in Food Hygiene and Health & Safety as required.
- Maintain up to date health and safety documentation for all CFM's.
- Conduct in person visits of members to carry out kitchen and compliance checks.

General

- Be willing to receive and engage positively with any visitors to the warehouse.
- Support FSSW events.
- Uphold high quality customer care and standards of conduct when dealing with all stakeholders and the general public.
- Ensure the security of the FSSW Regional Centre and all assets located within it, including food, and maintained at all times.
- Driving duties where appropriate for membership support.

Person Specification - Essential knowledge, skills, and experience

- Experience in customer facing roles.
- Initiative and energy, able to work independently and in a team.
- 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.
- Full UK driving licence.
- IT competent and able to use various IT platforms/systems.
- A clear commitment to the ethos of FSSW, and to the agreed plans of the organisation, and able to positively contribute towards its achievement.
- Feels comfortable connecting with members and other teams using varying tools (i.e. Phone, email, slack, teams etc).

Please send your CV and a covering letter explaining why you would be a good fit for the role to the recruitment manager Marie-Louise van Kampen at:
recruitment@faresharesouthwest.org.uk.