



Hub Manager, West of England

Reporting to: Head of Operations

Salary: £28,500 - £30,000, depending on experience

Hours: 37.5 hours per week (Monday to Friday, rota'd evening shifts and occasional weekends)

Terms: 6 to 12 month Fixed-Term Contract, 25 days holiday pa (pro rata, exc. Bank Holidays), 5% pension contribution

Location: Based at one of our Bristol Hubs (Little Ann Street BS2/Vale Lane Hub, BS3), + ad hoc support to our Sisna Park Hub, Plymouth PL6

Manage: Directly: Lead Supervisor, Supervisors, Community Food Produce Coordinator, (fixed term role), Volunteer Team (incl. Corporate Volunteers, Drivers, Drivers Mate), agency staff

About FareShare South West

FareShare South West (FSSW) 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. By joining us, you will 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 Role

The Hub Manager is responsible for the day-to-day leadership of a FSSW hub, ensuring safe, efficient, and compliant operations that maximise the volume of surplus food received, stored, and distributed to our Community Food Members (CFMs). This includes managing a mixed team of staff, FareChance employability participants and volunteers in their operational tasks, maintaining high operational and health & safety standards, and collaborating with colleagues across food & logistics, compliance, and community engagement.

Key Responsibilities

1. Operational Management

- Oversee and manage the safe and efficient daily operation of the hub, ensuring essential tasks are completed to a high standard.
- Ensure the hub is appropriately set up to meet Key Performance Indicators and goods in and deliveries out, working closely with the Head of Operations.
- Use FareShare UK (FSUK)'s digital stock system to manage product movements and maintain stock accuracy. Lead weekly stock takes and investigate discrepancies in collaboration with the compliance and food teams.
- Oversee the smooth intake and dispatch of food, liaising with food donors, FSUK, transport providers, and partners. Ensure food deliveries meet acceptance criteria and report any quality issues promptly.
- Ensure the Hub Operations team maintain positive relationships with CFMs, ensuring high standards of service and communication.
- Play an active role in identifying solutions to operational challenges, in collaboration with the food, membership and volunteer teams.
- Coordinate and manage external contractors for maintenance and repairs.
- Provide procurement support to secure value for money on consumables and equipment.
- With support from the wider FSSW team, meet food waste KPIs to ensure that we effectively maximise food redistribution to CFMs.
- Ensure adequate stock of operational supplies and equipment to support daily operations.
- Responsible for the Hub Operations controllable costs budget. Oversee the management of on-site petty cash in line with financial controls.
- Work with the Head of Operations to improve systems and integrate new processes to support growth and efficiency.
- Carry out analysis of the fleet and its equipment including weekly vehicle checks and basic maintenance duties (e.g. tyre pressures, topping up vehicle fluids). Work with the Fleet Coordinator to ensure the on-site vehicle fleet is well maintained, roadworthy and compliant.
- Contribute to delivery of the Operations Strategy, including key developments for FSSW.
- Carry out other duties as required to support the successful running of the hub.

2. Team Management

- Provide strong day-to-day leadership to a diverse team of staff and volunteers. Delegate tasks, give regular feedback, and maintain an open, inclusive working environment.
- Manage, supervise, and develop Line Reports, including performance management, appraisals, and training.
- Support effective recruitment and onboarding processes, ensuring appropriate support and shift cover. Identify shortfalls in rota cover and respond in effective and timely manner.
- Work with temporary staffing agencies to arrange short term hire drivers, when necessary.
- Collaborate with the Head of Operations and Volunteer Team to ensure effective volunteer induction and ongoing training. Support the Volunteer Manager in the delivery of corporate volunteer days.
- Register and onboard new drivers by delivering volunteer and staff driving assessments and agency driver inductions.
- Foster a positive and productive team culture in line with FareShare South West values.

3. FareChance Employability Programme

- Support the delivery of the FareChance programme by overseeing and supervising participants during operational tasks, ensuring they are actively engaged and contributing to the hub operations team.
- Ensure FareChance participants are effectively trained, supported, and equipped to carry out their allocated duties, with opportunities to build confidence and develop relevant skills, with support from the volunteer and employability teams.
- Foster a positive and inclusive environment that supports the health, safety and wellbeing of FareChance participants and enables them to thrive.
- Provide hands-on mentorship and act as a positive role model during day-to-day operations, supporting participants to build experience and confidence.
- Undertake relevant training to strengthen your ability to support FareChance participants and the wider volunteer team, including safeguarding, inclusive practice, mental health awareness and coaching approaches.
- Collaborate with the volunteer and employability team to ensure effective communication around support needs and progress.

4. Health & Safety (H&S) and Compliance

- Take lead responsibility for the health, safety and security of the hub, and the safety and wellbeing of all staff, volunteer and visitors
- Champion a culture of safety and compliance, setting a strong example and ensuring robust H&S protocols are always followed.
- Effectively manage and resolve incidents in line with emergency procedures, including product recalls and escalation protocols.
- Keep accurate, up-to-date records of all H&S activity, including staff and volunteer training, audits, corrective actions and incident reports.
- Support the development, communication and enforcement of H&S and compliance-related policies, procedures, and risk assessments.
- Ensure that all legal and FareShare South West requirements related to food safety and H&S are understood and adhered to on site.
- Operate in accordance with the FareShare HACCP Food Safety Manual and local environmental health regulations.
- Ensure the site is always audit-ready and support internal and external audits as required.
- Ensure facilities and equipment are used safely, regularly maintained, and reported if defective.

5. Quality Assurance and Continuous Improvement

- Lead on-site delivery of any compliance-related changes introduced by FSUK, ensuring they are followed through to completion and embedded in practice.
- Manage and enhance compliance of the hub premises in line with FareShare's minimum operating standards and expectations for operational efficiency.
- Work with others to identify and implement improvements to systems, processes and workflows.
- Ensure operational audits and assessments are carried out, actions are followed up, and improvement plans delivered.
- Collaborate cross-functionally with other teams to support service development and innovation.

Person Specification

It is not expected that a successful candidate will necessarily have all the following criteria. FareShare South West is committed to helping individuals develop professionally and personally, and your application is encouraged.

Essential

- Proven experience in warehouse/hub or logistics operations, with responsibility for delivery of KPIs.
- Strong working knowledge of health & safety legislation and risk management within a warehouse/hub setting and able to champion a safety-first culture while enabling productivity.
- Experience of and confidence in working with clear procedures and compliance requirements such as food safety, hygiene, and auditing processes.
- Can demonstrate supportive, motivational, proactive and structured team leadership, including recruitment, supervision, and performance management.
- Experience of working in a fast-paced, dynamic environment with the ability to manage multiple priorities and respond in a calm, solutions-focused way under pressure.
- Competency in stock control systems and inventory management (e.g. digital stock systems such as GLADYS or similar).
- Clear and confident communicator, both written and verbal, with experience of cross-team and stakeholder communication.
- Able to demonstrate good judgement and decision-making, including escalating issues appropriately.
- Physically able to carry out the role, including manual handling and operating in warehouse/hub conditions.
- Comfortable using basic IT tools (e.g. Microsoft Teams, email, online documents).
- Full UK driving licence.
- Forklift truck operator's qualification (or willing to train as an essential part of the role).

Desirable

- Formal training or certification in health & safety, manual handling, or food hygiene.
- Experience of working in a charitable, volunteer-led, or community-based organisation.
- Experience of route planning and/or vehicle logistics coordination.
- Experience of working within a regulated or audited environment.
- Experience contributing to or delivering change initiatives.

Attributes & Values

- Committed to FareShare South West's work to fight hunger and tackle food waste.
- Strong team player who supports collaboration and mutual accountability.
- Organised and methodical, with strong attention to detail.
- Reliable, consistent, and takes pride in maintaining high standards.
- Acts with integrity and openness; willing to learn from feedback and take responsibility.
- Enjoys being hands-on and actively involved in operational delivery.

Behaviours

- Leads by example and motivates others through positive, proactive behaviour.
- Calm and solutions-focused in challenging situations.
- Values and supports diversity and inclusion across the team.
- Communicates with respect and clarity, adapting style to suit audience.
- Champions a safety-first culture while enabling productivity.
- Embraces change and drives continuous improvement.
- Confident working within clear procedures and standards.

Additional Information

- Role may involve some manual handling; training will be provided.
- Enhanced DBS check required.

June 25