



Membership Account Manager

Reporting to:	Head of Food & Community
Salary:	£29,000-£30,500 pro rata
Hours:	37.5 hours per week
Terms:	Permanent
Direct Reports:	Membership Coordinator 1.5 FTE
Location:	Bristol

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'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 Role

The Membership Account Manager leads the development, delivery and growth of FareShare South West's membership programme across the West of England region. The role ensures that Community Food Members (CFMs) receive an outstanding experience, that surplus food is used effectively to strengthen communities, and that membership growth aligns with organisational strategy. Through excellent relationship management, data-driven insight and collaborative working, the postholder drives recruitment, retention and development of CFMs, ensuring FareShare South West maximises its impact across the region.

Membership Management

- Provide account management to all CFMs, resolving issues quickly, and provide enhanced support for key groups (e.g., large CFMs, programme-funded CFMs, high-impact beneficiaries).

- Oversee member onboarding, service changes, cancellations and annual renewals.
- Manage all member engagement through the CRM (Customer Relationship Management) system, ensuring accurate and up-to-date data.
- Work closely with the Finance Manager to oversee annual renewals and support the recovery of late or missed payments.
- Coordinate member communications with the Communications Team to ensure a high-quality CFM experience.
- Use data and insight to track engagement, inform improvements and support retention.
- Manage the delivery schedule, including updates to food profiles, contact details and addresses.
- Support or cover the CFM Support Officer by writing orders for allocated members.

Membership Recruitment

- Research new markets and potential members by geography, sector, food use or organisational type, maintaining a database of prospects.
- Working with other FareShare network partners, and our delivery partner in Exeter, Exeter Food Action, identify and develop new members.
- Support the Head of Food & Community with recruitment campaigns, outreach, events and sector-specific engagement.
- Ensure a seamless onboarding process for all new members
- Document and report recruitment activity and progress of prospective members towards membership.

Membership and Community Development

- Support the development and introduction of new surplus food types (e.g., frozen, relabelled, catering packs) into the membership offer
- Work with the Head of Food & Community to establish a refreshed, high-value membership service aligned to food supply, logistics capacity and community need
- Contribute to the development and scaling of membership programmes across regions (e.g., Crisis Resilience Fund).
- Support delivery of the membership strategy, meeting budget expectations and ambitious growth targets
- Act as a passionate advocate of FareShare South West, representing the organisation confidently to internal and external stakeholders.
- Assist in the compiling of reports for FSSW communications and Programme funding.

Team Management and Support:

- Lead and develop team members, including recruitment, supervision, appraisals, wellbeing and professional development
- Support the Head of Food & Community to develop a high performing culture across the membership team, working closely with teams in food, operations and volunteering.

- Support an inclusive, supportive and purpose-driven culture that motivates staff to contribute to the charity's mission.
- In line with FSSW's growth and in working with the Operations Team, develop systems and procedures to ensure the efficiency and smooth running of deliveries, collections and systems

Health, Safety and Compliance

- Ensure compliance with FareShare UK standards, Food Safety and Hygiene Regulations.
- Ensure teams understand and comply with organisational policies, food safety requirements, health and safety legislation and safeguarding responsibilities.

Person Specification

Essential

- Experience in account management, customer service or membership management.
- Strong relationship-building and communication skills, with confidence engaging diverse stakeholders.
- Ability to manage data accurately using CRM systems and apply insight to improve services.
- Highly organised, proactive and able to manage competing priorities in a fast-paced environment.

Desirable

- Experience in the charity, community, food redistribution or voluntary sector.
- Experience supervising or managing staff.
- Experience in outreach, recruitment or business development.
- Understanding of food safety, logistics or supply chain operations.
- Experience supporting organisational change or service development.
- Ability to represent an organisation professionally to external partners and networks.