



Hub Supervisor - South Bristol

Reporting to:	Vale Lane Hub Manager
Salary:	£26,500 pro rata
Terms:	Permanent, 25 days Holiday pa (pro rata, exc. Bank Holidays), 5% pension contribution, Employee Assistance Programme, individual training budget and access to a free coach
Hours:	37.5 hours per week. This role is also available as 0.8 (30 hours per week) for the right candidate (hours between 7.30am - 5pm depending on shift pattern, and occasional evening shifts)
Location:	2 Vale Lane, Bristol BS3 5RU, with some flexibility to support our central Bristol hub
Work with:	Hub staff and volunteers, employability, and volunteering staff, FareChance participants
Closing date	

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 (FSUK). 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

The Hub Supervisor plays an essential role in the smooth running of the South Bristol hub, supporting all aspects of the food operation.

You will work as part of a team to effectively support the hub operation, incoming goods, storage and dispatch of goods to member charities to high levels of compliance and service. This role will include working with a large and diverse team of volunteers throughout the week.

The role will be primarily based at our South Bristol Hub, where alongside our usual food redistribution operation and volunteering programme, we run our youth employability programme FareChance for 18 to 25-year-olds to develop logistics and workplace experience.

Duties and responsibilities:

Hub Support

- Support the smooth running of food intake, storage, and food distribution, liaising with food industry representatives, FSUK, distribution companies and hauliers.
- Support the South Bristol Hub Manager and Fleet Manager in coordinating and maintaining the fleet of vans and machinery.
- Report to the South Bristol Hub Manager with operational improvements to increase efficiency and implement agreed changes.

Volunteers and FareChance

- Oversee (under the direction of the South Bristol Hub Manager) FareChance participants, regular volunteers and corporate volunteers on hub shifts, delegating and assigning tasks, providing training and supervising work to ensure all tasks completed effectively and safely.
- Provide positive role modelling to FareChance participants and volunteers while undertaking warehousing tasks together.

Goods In and Storage

- Follow FSSW goods-in procedures including liaising with suppliers, completing relevant paperwork, using inhouse software and fork-lifting duties and ensuring areas are ready to receive good in and dispatch orders at all times.
- Manage storage of stock within the hub, including stock checks, rotations and sharing of best practice
- Oversee the dispatch of goods through deliveries and collections ensuring all FSSW procedures are followed.
- Liaise with the wider FSSW team and FSUK to report quality, quantities, and other issues.

Compliance and Health & Safety

- Operate according to the FSUK HACCP Food Safety Manual and FSSW compliance standards and processes, providing high levels of compliance
- Support the South Bristol Hub Manager to ensure compliance with relevant food hygiene, health & safety, and other standards applicable to FSSW premises, vehicles, refrigeration equipment, staff, and volunteers.
- Undertake relevant training in food hygiene, safeguarding and health & safety

General

- Respond to/answer any enquiries/communications via telephone, email, in person or via inhouse IT/systems.

- Support FSSW events.
- Carry out any other duties that may reasonably be required in support of the main purpose of the role, including liaising with the wider FSSW team.
- Uphold high quality care and standards of conduct when dealing with all stakeholders and the public, acting as an ambassador at all times.
- Support the security of the FSSW sites and assets.
- Driving and fork-lifting duties where appropriate.

Person Specification - knowledge, skills, experience, and values

Essential

- Excellent communication and interpersonal skills
- Problem solver and competent decision maker
- Full UK driving licence and forklift truck operator's qualification (or willing to train as an essential part of the role)
- IT competent and able to use various IT platforms/systems
- A clear commitment to the ethos of FSSW

Desirable

- 1 years' experience of working in warehousing operations
- Voluntary sector experience
- Experience of working with people who require support
- Experience and knowledge of adhering to health and safety standards
- Experience of working within a food operation
- Qualification in Food & Hygiene Level 2
- Experience of supervising staff and/or volunteers and delegating tasks
- Experience of delivering training

We welcome applications from people with convictions. This role requires an enhanced DBS check so applicants will be asked to disclose relevant unspent convictions at a later stage of the recruitment process. If you are asked to disclose, the information will be handled confidentially and used to assess your suitability for the role.

We want to work with you to make sure that the recruitment process is accessible for you. If you have any questions about the post, please contact recruitment@faresharesouthwest.org.uk or call 0117 954 2220 to let us know how we can support your access needs.

To apply please send your CV and a cover letter explaining why you would be a good fit for the role to recruitment@faresharesouthwest.org.uk