



Senior Hub Supervisor - Devon & Cornwall

Reporting to: Hub Manager

Salary: £28,000 pa (*updated salary from 1st April 2026*)

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

Terms: Permanent, 25 days holiday pa (pro rata, exc. Bank Holidays), 5% pension contribution

Location: Sisna Park, Plymouth PL6

Manage: Directly: 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

To support the efficient and safe running of FareShare South West's Hub operations, ensuring high standards of stock handling, health & safety (H&S), and food compliance. The Senior Hub Supervisor plays a key role in overseeing goods in, supporting volunteers, the FareChance employability participants and volunteers in their operational tasks, and ensuring overall smooth day-to-day operations. The role also includes deputising for the Hub Manager when required.

Key Responsibilities

1. Hub Management

- Work with the Hub Manager to ensure smooth running of food intake, storage, and distribution.
- Ensure daily team briefings, safety updates, and essential information are communicated clearly to the hub operations team, as directed by the Hub Manager
- Liaise with food industry representatives, FareShare UK (FSUK), distribution companies and hauliers.
- Support the Hub Manager in coordinating and maintaining the fleet of vans and equipment, including weekly vehicle checks and basic maintenance duties (e.g. tyre pressures, topping up vehicle fluids).
- Support audit readiness by ensuring daily records, procedures, and documentation are completed accurately and consistently
- Collaborate with the hub operations team to reduce waste and maximise distribution of surplus food to Community Food Members (CFMs).
- Report operational improvements to the Hub Manager and support the implementation of agreed changes.
- Deputise for the Hub Manager during absence by:
 - Coordinating daily activities and overseeing the hub operations team.
 - Leading on-site health & safety and supporting team wellbeing.
 - Liaising with the Head of Food and Logistics to support food intake and logistics.
 - Working with the Volunteer Coordinator to ensure shift cover and resolve shortfalls.
 - Escalating and reporting issues to the Head of Operations.

2. Volunteer Management

- Under the direction of the Hub Manager, delegate operational tasks to volunteers and supervise their work.
- Ensure volunteers are supported and trained in their specific roles and can develop.
- Support volunteer health, safety and welfare during shifts.
- Coordinate delivery of corporate volunteering days with support from the wider FSSW team.
- Register and onboard new drivers, including delivering volunteer and staff driving assessments and inductions, as directed by the Hub Manager.

FareChance Employability Programme

- Support the Hub Manager in the operational delivery of the FareChance programme by overseeing and supervising participants during operations tasks, ensuring they are actively engaged and contributing to the hub operations team.
- Work with the Hub Manager to 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 and Hub Manager.
- 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 hub operations, volunteer and employability teams to ensure effective communication around support needs and progress.

3. Goods In and Storage

- Lead on the Goods In process:
 - Train and support hub operations staff in correct goods in procedures.
 - Coordinate and delegate daily goods in activities.
 - Maintain accurate paperwork and use of relevant IT/systems.
 - Develop and implement process improvements and share best practice across sites.
 - Coordinate delivery yard activities, including CFM collections.
- Manage stock storage:
 - Lead on stock rotation and promote best practice.
 - Support the Hub Manager with maintaining accurate digital stock records, participating in regular stock checks and assisting with investigation of discrepancies in collaboration with the food and compliance teams.

4. Compliance and Health & Safety

- Work in accordance with FareShare's HACCP Food Safety Manual.
- Support compliance with all relevant food hygiene, H&S, and other operational standards.
- Ensure the Hub adheres to the FSSW Warehouse Manual and FareShare procedures.
- Monitor the condition of Hub premises and equipment and report any maintenance, repair, or safety concerns to the Hub Manager promptly
- Undertake relevant training in food hygiene and H&S.

5. General

- Respond to enquiries and communications via phone, email, in person, or internal systems.
- Engage positively with visitors to the Hub.
- Support FSSW events as required.
- Carry out any other duties in support of the role's purpose.
- Maintain high standards of customer care and conduct.
- Support the security of the Hub and all assets, including food.

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

- Experience working in a warehouse, logistics, or food distribution environment.
- Good working knowledge of H&S and/or food safety standards in operational settings and confident in working with clear procedures.
- Experience supporting or supervising others in a structured or task-based environment, leading by example and modelling safe, inclusive working practices
- Strong organisational skills and attention to detail.
- Confident using digital tools such as stock control systems, Microsoft Teams, email, or shared files.
- Clear verbal and written communication skills.

- Able to manage time, delegate tasks, and respond calmly to unexpected changes or pressures.
- Positive and practical approach to problem-solving, with a willingness to take responsibility and show initiative.
- Full UK driving license.
- Forklift truck operator's qualification (or willing to train as an essential part of the role).

Desirable

- Understanding of the voluntary, food, or charity sectors.
- Experience working alongside or supporting volunteers.
- Food Hygiene or Health & Safety qualifications (Level 2 or above).
- Experience supporting change or improvement projects.

Attribute & Values

- Commitment to FareShare South West's mission and values.
- Inclusive and fair in your approach to working with others.
- Personally committed to safety and wellbeing in the workplace.
- Reliable, consistent, and trustworthy.
- Can-do attitude with a willingness to learn and adapt.
- Willing to take responsibility and show initiative.

Behaviours

- Leads by example, modelling safe and respectful working practices.
- Supportive of colleagues and volunteers from all backgrounds.
- Calm under pressure with a constructive, solution-focused mindset.
- Works well as part of a team, actively building a positive team culture.
- Pays attention to detail while keeping the bigger picture in mind.
- Confident working within clear procedures and operational standards.
- Willing to step up and take the lead when required.

Additional Information

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

June 25