

## Hub Supervisor - Devon & Cornwall

<b>Reporting to:</b>	Hub Manager
<b>Salary:</b>	£26,500 per annum (pro rata)
<b>Hours:</b>	22.5 hours per week (0.6 FTE)
<b>Terms:</b>	Permanent, 25 days Holiday pa (pro rata, exc. Bank Holidays), 5% pension contribution, Employee Assistance Programme, individual training budget
<b>Location:</b>	Unit 4 Sisna Park Road, Estover, Plymouth, PL6 7AE
<b>Work with:</b>	Hub staff and volunteers, volunteering 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 (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 Devon & Cornwall 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.

### 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 Hub Manager and Fleet Manager in coordinating and maintaining the fleet of vans and machinery.
- Report to the Hub Manager with operational improvements to increase efficiency and implement agreed changes.

## **Volunteers**

- Oversee (under the direction of the Hub Manager) 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 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 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 general public, always acting as an ambassador.
- 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

### Why work for FareShare South West?

- Real Living Wage employer
- Benchmarked pay scales
- Employee Assistance Programme - free advice and counselling
- Access to a free professional coach
- Annual budget for personal development training for every staff member
- Inclusive, welcoming culture
- Rewarding roles with genuine positive impact on the environment and local people through food, volunteering and employability skills

This role requires a DBS check. Applicants will be asked to disclose relevant unspent convictions at a later stage of the recruitment process.

We welcome applications from people with convictions. We believe in second chances and will only ask about criminal records for roles that are exempt from the Rehabilitation of Offenders Act and require a DBS check. 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](mailto: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](mailto:recruitment@faresharesouthwest.org.uk)