

Job Description

Hub Supervisor

Purpose of the Role

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

You will work as part of a team to effectively support the hub operations, 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.

Alongside our usual food redistribution operation and volunteering programme, we also run our youth employability programme FareChance for 18 to 25-year-olds to develop logistics and workplace experience.

Key Responsibilities

Hub Support

- Support the smooth running of food intake, storage, and food distribution, liaising with food industry representatives, Felix, 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.
- Respond to/answer any enquiries/communications via telephone, email, in person or via inhouse IT/systems.

Volunteers & FareChance

- Oversee (under the direction of the 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 & 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 Felix to report quality, quantities, and other issues.

Compliance and Health & Safety

- Operate according to the Felix 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

- 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.