

Job Description EMERGE Band 2

Salary Band 2 Range £19,000 to £23,000

Job Title: FareShare GM Operations Supervisor Name:		Contractual Hours: 37.5 hours a week within the opening hours of 8.30am – 8.30pm Monday to Friday and occasional Saturdays 10am – 4pm Salary:
Department / Team: FareShare GM/Operations	Reports to: Operations Coordinator	Responsible for / Budget Accountability: Staff: 0 Budget:0
Overall Purpose of the Job:	The role works alongside, supervises and supports our busy Warehouse and Allocations teams, helping to effectively redistribute surplus food to our Community Food Members.	
Key Accountabilities	Activities / Outputs / Deliverables	KPIs / Objectives
1. To receive manager briefings on projects / required outputs, prepare plans to achieve these, deliver to those plans, create, and maintain records of activity and regularly report to manager on progress / performance.	<ul style="list-style-type: none"> Supervises the warehouse operation, including covering for holidays and at quiet times, to ensure daily delivery and collection targets are met. Provides warehouse management with end of day/shift handover information. Liaises with Food Allocation Team Leader to ensure the timely receipt of customer orders is received in the warehouse Ensures all goods inward procedures are followed and paperwork is maintained and stored for audit purposes Breaks down goods in/deliveries into tray units and stores logically and safely enabling speedy and efficient picking by the warehouse team Escalates issues to management within an appropriate time frame. Undertakes any other task required to ensure the smooth running of FSGM 	<ul style="list-style-type: none"> <i>Infill</i>
2. To work collaboratively with colleagues across the organisation to deliver business-wide objectives.	<ul style="list-style-type: none"> Supports the warehouse operation by picking and packing orders as required Assists the Operations Co-ordinator with warehouse stocktakes Supports the Allocation team by helping complete CFM orders with or without direct contact as and when required, completing and filing relevant paperwork for auditing purposes Ensures that all areas of the warehouse are kept in a safe 	<ul style="list-style-type: none">

	and tidy condition at all times by monitoring cleaning schedules.	
3. To manage own time, workload, and that of team members where appropriate to deliver high-quality outputs and results.	<ul style="list-style-type: none"> Helps to manage and prioritise the allocation of short-dated stock in the warehouse and through effective allocation to CFMs to support the avoidance of food waste. Has a clear understanding of all FareShare's policies and procedures to ensure full compliance as required Receives, unloads and appropriately stores goods-in from suppliers, checking use-by/BBE dates to reduce unnecessary wastage. Allocates CFM orders promptly to help maximise the picking and packing of daily collections and deliveries by the Warehouse team Balances the redistribution of food effectively across the week by applying a good understanding of incoming food, current stock levels and knowledge of upcoming deliveries 	<ul style="list-style-type: none">
4. To recruit, engage, build, and develop effective working relationships with customers /colleagues/ stakeholders.	<ul style="list-style-type: none"> Communicates effectively with our CFMs by email, telephone and in-person, ensuring high quality, professional customer service at all times 	<ul style="list-style-type: none"> <i>Infill</i>
5. To advise and support new and existing customers / colleagues / stakeholders in on-boarding / maximising their utilisation of our services, helping them secure both quality and added value whilst meeting the commercial and/or service targets for EMERGE.	<ul style="list-style-type: none"> Works with Operations Coordinator to determine staffing levels and assign work to staff and volunteers Briefs staff and volunteers daily on operational targets and achievements 	<ul style="list-style-type: none"> <i>Infill</i>
6. To promote and represent the vision and aims of EMERGE to a range of external audiences.	<ul style="list-style-type: none"> Provides excellent customer care to our CFMs and suppliers, ensuring the service is delivered in ways that promote dignity and respect for others 	<ul style="list-style-type: none">
7. To gather, assimilate and analyse data to create regular and/or ad hoc reports for customers/ colleagues/ stakeholders. To use those reports to direct the delivery of activities and outputs.	<ul style="list-style-type: none"> Uses Gladys to accurately record all deliveries, allocate, amend and complete orders, and check and update stock levels. Monitors fridge and freezer temperatures throughout the day as required and completes relevant paperwork for auditing purposes Maintains the accuracy of all delivery paperwork, driver checks and temperature check paperwork and files appropriately for auditing purposes 	<ul style="list-style-type: none">
8. To recruit, supervise, guide, and appraise members of own team and support them in the delivery of their objectives. AND / OR To recruit, retain, support volunteers to achieve their personal objectives and recognise their achievements.	<ul style="list-style-type: none"> Provides training for the warehouse staff and volunteers including general procedures (picking, packing, goods in), health and safety, warehouse procedures, manual handling and lifting, using pallet trucks and food safety 	<ul style="list-style-type: none">
9. To promote EMERGE's commitment to equality, diversity and inclusion.	<ul style="list-style-type: none"> Demonstrates cultural sensitivity and the ability to build the trust and engagement of staff, volunteers and visitors to 	

PERSON SPECIFICATION

Knowledge and Skills	Role Specifics	Attributes	Role Specifics
Communication Skills written, verbal	<ul style="list-style-type: none"> A good level of written and spoken English. (E) 	Professional Behaviour (impact, energy, personal presentation and organisation, motivation, a 'can do' attitude, works under pressure effectively, adopts confidentiality, shows commitment to EMERGE values.) Works independently / on own initiative.	<ul style="list-style-type: none"> Commitment to and interest in the work and values of FareShare and EMERGE (E) Ability to identify problems within own area of work and take appropriate action. (E) Takes ownership of the problem and able to identify options in order to provide a solution. (E) Embraces change and has ability to respond to changing parameters(E) Clear decision-maker, able to act quickly and decisively under pressure of time (E) Proactive champion of quality improvement(E)
Numeracy	<ul style="list-style-type: none"> Proven ability to record accurate numerical information. Strong numeracy skills (E) 		
Qualifications - Driving Licence	<ul style="list-style-type: none"> Once aged 25, ability to drive a 3.5 tonne transit style van (D). Full clean licence for a minimum of 2 years preferred or no more than 3 points (D) Must hold, or be willing to gain, Intermediate Food Hygiene Certificate. (E) Must hold, or be willing to gain, a recognised health and safety qualification for dealing with health and safety within a warehouse/food distribution operation. (E) Must hold, or be willing to gain, a forklift truck licence. (E) 		
Operational Management Prioritisation / Time Management / Using computers and office resources / Taking personal responsibility / Project Management skills, eg: planning, monitoring progress etc	<ul style="list-style-type: none"> Experienced in supervising and/or working in a busy warehouse operation (E) Excellent admin skills and a good attention to detail (E) Ability to identify when deadlines/tasks are not going to be met and communicating this effectively. (E) Ability to prioritise workload effectively (E) Goal-oriented, able to focus on achieving the task and working to individual and team goals (E) Able to be fully productive without being prompted and produces good quality work within own abilities (E) Ability to work calmly and maintain a 	Applying Customer / Commercially Led thinking Putting the Customer First (addressing challenges, owning problems, and delivering solutions. Applying judgement, objectivity, and decisiveness. Demonstrating tenacity and resilience. Striving for Continuous Improvement in personal / team performance.)	<ul style="list-style-type: none"> Takes ownership of any customer problems and maintains contact with customer until they are resolved. Responding promptly within agreed service level standards. (E)

	<p>disciplined approach to the task under the pressure of deadlines and/or changing objectives (E)</p> <ul style="list-style-type: none"> • Forward thinking and organised (E) 		
<p>Contextual Knowledge Knowledge of processes, standards, policies, procedures, services and products for EMERGE Recycling / FareShareGM / Touch Wood. Maintain and update personal knowledge of the wider industry, its market forces, and the specifics of own role.</p>	<ul style="list-style-type: none"> • Ability to follow policies, procedures and instructions. (E) • Experience working in the not-for-profit sector and/or in small community projects including working with a range of disadvantaged groups (E) 	<p>People Skills / Teamwork (clear, articulate communicator, able to develop and consolidate strong, collaborative, and productive relationships with colleagues, customers, and stakeholders. Able to get things done with / through other people. Escalating issues / concerns to managers appropriately. Confident and assertive.)</p>	<ul style="list-style-type: none"> • Supervisory or people management experience (E) • Experience of coordinating, and supporting individuals and teams of volunteers to achieve a task, and feel they have made a difference(E) • Must be a strong team player, willing and able to work effectively in a range of different teams. (E)
<p>Fully conversant with Microsoft Office packages [Word, Outlook, Excel, Powerpoint, Databases]</p>	<ul style="list-style-type: none"> • Ability to use MS Office products (Word & Excel) (D) • Experience of using database systems (E) 	<p>Analytical Thinking (assimilating and analysing data, evaluating data, and applying judgement and experience to use data in decision making.)</p>	<ul style="list-style-type: none"> • Ability to assess priorities based on the demands of a changeable environment, and direct staff and volunteers accordingly (E)
<p>Physical Requirements</p>	<ul style="list-style-type: none"> • Able to lift weights of up to 25kg (E) • Able to work outside and in inclement conditions (PPE provided) (E) 		