Job Description
Community Food Members Lead

Reporting to: Head of Development
Responsible for: Admin and Support Officer; Project Officer
Hours: Full-time (37.5 hours)
Contract: Permanent
Terms: 33 days including bank holidays pro rata. After two years' service this increases by 1 day a year up to a maximum of 5 days (pro rata). 1 day volunteering leave per year also available (pro rata)
Starting salary: £27,318-£29,500

FareShare Cymru
FareShare Cymru is an independent charity and part of the national Felix network of surplus food redistribution charities.

We turn an environmental problem into a social solution. We source quality surplus food – from food retailers, manufacturers, and suppliers – engaging volunteers to redistribute to local charities and community groups that provide meals to support their communities and increase the social impact of surplus food.

This is an exciting opportunity to be instrumental in achieving the next phase of our development.

Circumstances
Hybrid working, the post holder will be required to work from our warehouse in Cardiff and from home. The role may require the post holder to travel throughout Wales and attend events out of hours.

Main Purpose of the Role
The Community Food Members Lead is responsible for leading the work of our membership team and growing the number of Community Food Members (CFMs) that FareShare Cymru works with to expand our reach across Wales. This will involve the development of new areas, the recruitment of CFMs to achieve the FareShare Cymru growth strategy and providing line management to the membership team to assist with this.
CFMs are charities and community groups who use food to address needs in their local communities, bringing people together to share a meal, gain new skills and prevent isolation and loneliness. CFMs include breakfast and lunch clubs, homeless hostels, refuges, drug and alcohol rehabilitation centres and community pantries. CFMs strengthen communities through bringing people together and providing additional services alongside the food to maximise the social impact of surplus food, making a real difference in their communities.

CFM recruitment and retention
- Develop and lead on the CFM recruitment strategy to grow CFMs in line with growth targets.
- Provide line management and support to the Project Officer who is working on expansion into West Wales and to the Admin and Support Officer.
- Recruit and sign-up new CFMs and achieve recruitment and income generation targets in line with the FareShare Cymru strategy.
- Provide account management to existing CFMs in South East Wales and support them to develop their food projects.

- Identify gaps in our coverage of the region and actively support lead generation and the recruitment of CFMs in priority areas.
- Develop new relationships and partnerships in order to facilitate CFM recruitment and to maximise the social impact of the surplus food being redistributed.
- Ensure all CFM records are maintained
- Work with the operations team to develop the delivery schedule as needed to accommodate new members and expanding to new areas.
- Develop and implement a CFM retention programme/ membership programme.
- Work with the membership team, Food Sourcing and Logistics Lead and Head of Development to ensure maximum throughput of food surplus food, developing work to achieve this as necessary.

Monitoring, Reporting and Analysis

- Maintain accurate CFM records.
- Produce regular reports using organisational systems including Power Bi, Salesforce and Microsoft Dynamics for the FareShare Cymru team and Network Partners.
- Monitor reporting against key CFM targets.
- Lead on evaluation and reporting requirements for CFM related projects and funders.
- Collate information on the landscape CFMs are operating in and ensure the voice of CFMs is heard within FareShare Cymru and externally, providing accurate data.
- Build on existing mapping to understand our CFMs, what they do, who they support, and what support they need, working with external partners to develop this.

Management

- Direct Line management responsibility for the Admin and Support Officer and Project Officer

Other Duties

- Income generation, fundraising and funding work as required
- Carry out any other duties which may be necessary in order to fulfil the post and/or the functioning of FareShare Cymru

Person Specification

Experience:

- Experience of developing and delivering programmes to meet targets, within the charity sector.
- Proven experience of building and managing partner and membership relationships, ideally within the charity sector.
- Experience of providing line management and team development, to achieve targets.
- Experience of analysing data, monitoring performance and producing reports.
- Experience of working across teams to deliver operational objectives and projects.
- Proven track record of meeting recruitment and income generation targets and delivering results in a fast-paced environment.
- Experience of giving presentations and representing an organisation externally.
- Experience of working as part of a team supporting and delivering projects to agreed time, cost and quality indicators.
- Experience of the Third sector in Wales.

Skills, knowledge and abilities:

- Excellent relationship management, influencing and negotiation skills.
- Ability to analyse data and use insights to support decision-making.
- Strong problem-solving skills and a practical approach to operational challenges.
- Strong organisational skills with the ability to manage competing priorities.
- Excellent communication skills, both written and verbal.
- Ability to motivate and develop staff, volunteers and partners.
- Competent IT skills, including Microsoft Office and reporting systems.
- Welsh language skills (desirable).

Values and behaviours:

- An understanding of, and sympathy with, FareShare Cymru's mission and strategy
- Flexibility of approach and ability to work within a team.
- High degree of motivation, commitment and the ability to use own initiative
- Willingness to work outside of office when required
- Willingness and ability to travel around Wales and possibly the UK on an occasional basis
- A commitment to equal opportunities.