

Job Description - Operations Manager

Reporting to: CEO
Location: Brighton, Moulsecoomb
Hours: 37.5
Salary: FareShare Sussex Band B1-B5. Starting at £27,742. (Range £27,742-£30,824)

About FareShare Sussex

FareShare is a national charity fighting food poverty and tackling food waste by redistributing surplus from the food industry to community groups and charities across the UK. Based in Moulsecoomb, Brighton, FareShare Sussex is one of 21 Regional Centres that operate locally to ensure food that would otherwise go to waste is being used positively to support people that need it most. In Sussex and Surrey we deliver to service providers and charities including homeless shelters, food banks, children's centres and lunch clubs. City Gate Community Projects (registered charity 1093245) is the delivery partner and franchise holder for FareShare Sussex.

Job Purpose

Under the guidance of the CEO to lead the Operations Team to ensure the effective organisation, management and delivery of the Charity's services, ensuring all operational targets and objectives are met. The role has responsibility for ensuring FareShare Sussex complies with regulations, audit and assessment standards in particular health and safety. This will include ensuring effective and continuing relationships with Community Food Members receiving services from FareShare Sussex and leadership, management and supervision of operations staff, volunteers and support services. The Operations Manager will work closely with the CEO and Development Manager, forming the Senior Management Team, leading the work of FareShare Sussex on behalf of the Board of Directors and Trustees.

Dimensions

Budget £250-£350k

SMT is responsible for 10-15 staff , 150 volunteers

External: Community Food Members (projects receiving FareShare food), Partners, Suppliers

Principal Accountabilities

- 1. Planning and Service Delivery.** Lead, direct and manage the safe operational planning and delivery of all FareShare programmes, products and services, including warehouse, premises and day-to-day operations, to ensure the smooth operation and delivery of high quality services to community food members and other customers, which meet all health and safety regulations and audit requirements. Managing the growth and expansion of FareShare Sussex from an operations perspective.
- 2. People Development and Management.** Ensure the recruitment, development and management of staff required to deliver the programmes and services of FareShare Sussex; this will include volunteers, paid operations staff, and ICT and support services to enable members and partners to receive a guaranteed service on a continuous basis. Ensure employees and volunteers achieve all key objectives and contractual requirements to the required standard. This role currently line manages the Volunteer Coordinator, Warehouse Manager and Covid Safe Cleaner.
- 3. Governance and Management.** Engage and contribute to the SMT to ensure: effective leadership and management across the Organisation; advice, reports and support for the board to fulfill its responsibilities; and action to implement board decisions.
- 4. Financial Management and oversight from an operational perspective in particular with regard to warehouse, IT, volunteers, vehicles, and kitchen including managing budgets and purchasing reporting to the Chief Executive and Trustees as appropriate.**
- 5. Internal and external relationships.** Secure and develop effective relationships with customers, members and partners, working closely with the Development Manager to ensure a seamless handover of new contacts to the operational team, to ensure delivery of service from FareShare is high quality and seen as unified from first contact to delivery.
- 6. Policies and procedures.** Ensure that policies, procedures and systems and supporting work plans and rotas are developed and followed, in line with guidance from the FareShare UK and FareShare Sussex requirements. Specifically those policies and procedures relating to operational delivery, health and safety, personal development, safeguarding and inclusion and diversity to enable effective and safe operation of the service and successful development of staff and volunteers.

7. **Liaison with FareShare UK, regional centres and external bodies.** Develop the work, share good practice, champion and publicise our work and establish, with SMT, KPIs and benchmarks to evaluate and demonstrate effectiveness.

Scope for Impact

Significant impact internally and externally . Critical to success of the organisation

Contacts

Senior managers , Contract Managers, Community Food Members

Special notes and conditions

- This JD has been prepared to meet the particular circumstances that currently apply. It includes the needs of FareShare Sussex and the requirements of FareShare UK, relevant to this post. A work plan specifying tasks and duties will be agreed and reviewed by the line manager on an annual basis.
- The post holder will work closely with and receive support from the FareShare UK and use agreed systems designed for operational delivery.
- In line with all other post holders the performance of the Operations Manager will be reviewed annually against agreed criteria.
- FareShare Sussex is committed to safeguarding and protecting the adults that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have policies and procedures in place which promote safeguarding and a safe working environment.

FareShare Sussex is committed to equality of opportunity

Person Specification

Item	Essential Criteria	Desirable Criteria
Physical qualities	Able to cope with the duties and responsibilities of the post and the associated working environment	
Qualifications and or Experience	Degree or equivalent through experience Leading projects from an operational perspective, including managing personnel (staff and volunteers)	Working within a food safety policy and compliance framework. Experience of external audits.

	<p>Managing long term partnerships with external stakeholders in achieving strategic goals.</p> <p>Working within a policy framework and ensuring compliance</p>	
<p>Skills abilities and knowledge</p>	<p>Working in logistics or a warehouse environment</p> <p>Experience of overseeing health and safety, making risk assessments, developing and implementing safe operational policies practices</p> <p>Respond effectively and implement effective solutions to operational demands and issues that arise on a day to day basis</p> <p>High level communication and interpersonal skills including communicating effectively with people with diverse needs.</p> <p>Leadership management skills including the ability to motivate and develop people to deliver high levels of performance</p> <p>High level organisational, numerical and IT skills</p> <p>Financial management and budgeting experience</p> <p>Full clean driving licence</p> <p>Strong decision making and problem solving skills.</p>	<p>Change Management</p> <p>Sales and marketing including using online and CMS</p> <p>Excellent administrative and organisational ability</p> <p>Working with disadvantaged adults</p> <p>Strong decision making and problem solving skills</p>

	An understanding & experience of food safety and health and safety legislation	
Relationships, values and behaviours	A commitment to equal opportunities and inclusivity A commitment to the ethos and vision and mission of the organisation	
Circumstances	Willing and able to work outside normal working hours occasionally as required. This will include occasional Saturdays	