

## Job Description

### Enterprise Manager: FareShare

#### About Cyrenians

For over 50 years, Cyrenians has tackled the causes and consequences of homelessness. We understand that there are many routes into homelessness. And that there is no 'one size fits all' approach to supporting people towards more positive and stable futures.

Our mission is to tackle the causes and consequences of homelessness through learning from lived experience; by delivering targeted services which focus on prevention, early intervention and support into a home; and by influencing changes in legislation and policy.

Our way of working is built on four core values, which are at the heart of all our work and decisions:

**Compassion   Respect   Integrity   Innovation**

[Read more about us and our values](#)

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#### About the enterprises

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Cyrenians value food beyond its role as fuel – it also sustains our mental and emotional health and plays a central role in nurturing connection within communities. This is the basis of our FareShare social enterprise.

We provide opportunities for people and organisations to access food, improve their health and wellbeing, and to develop skills and confidence.

This is currently based at Jane Street in Leith, Edinburgh, however we are moving to larger premises in Seafield at the end of 2024.

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#### About the post

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This role has prime responsibility for the FareShare operations and development. It ensures our premises and processes support our objective to maximise the volume of surplus food we can distribute to the benefit of the maximum number of people.

This post is responsible for managing the enterprise's operations efficiently, sustainably and progressively and ensuring the continued wellbeing of its staff and volunteers.

The post reports to the Senior Enterprise Manager and works closely with other members of the wider FareShare team. It provides direct line management to the Depot Operations Assistants.

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## About Fareshare

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Activities within our FareShare enterprise include:

**Food Redistribution:** as a Network Partner of **FareShare UK** (covering Central and South-East Scotland), we redistribute surplus food from all sections of the food industry to charities and community organisations.

**Food Sourcing:** Increasing our access to locally sourced food.

**CFM (community food members) Recruitment:** Increasing our customer base ensuring best service and in line with our budget.

**Volunteering:** volunteers from all walks of life participate in the enterprise. This includes people who are socially excluded, which many of our volunteers have experience of. This critical and unique part of our operations enables those who have received support to give something back to others.

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## 2 Tasks and Responsibilities

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The overall purpose of this post is to take lead responsibility for managing our FareShare enterprise and meeting its objectives as outlined in our rolling 3-year Strategic Plan.

### Operational Management

- Oversee all elements of the enterprise, ensuring smooth, efficient operations including:
  - Oversee organised and accurate daily food redistribution
  - Ensure opening and closing times and staff rota are planned, well communicated and adhered to, including lone working.
  - Accurate, proactive stock management
- Manage the upkeep of the depot site, including equipment, space and supplies to meet health and safety standards, and deciding the need for repairs or renovations – both planned and reactive.
- Manage the staff team and volunteers to deliver the highest quality service, ensuring that there is a strong culture and practice in learning, development, creating a supportive environment so people can progress
- Ensure that the enterprise communicates effectively with other Cyrenians services and partakes in cross-organisational opportunities.
- Contribute to day-to-day operations as the enterprise requires, including manual handling and operating forklift.
- Be responsible for Alarm call outs and keyholding, ensuring speedy response to issues.

### People management

- Provide line management to the enterprise team, including staff, volunteers and contractors, including regular performance and learning reviews.
- Ensure the team access learning and development opportunities and complete mandatory online and in-person training.
- Plan and lead service team/planning meetings and reviews.
- Co-produce staff objectives and carry out annual performance appraisals.
- Participate in, and contribute to, Cyrenians management team meetings.

### **Finance and budgeting**

- Manage and report against the Fareshare service budget in line with Cyrenians financial procedures
- Identify and contribute to funding applications for the enterprise, working alongside fundraising colleagues.

### **Planning and reporting**

- Contribute to the development, and lead on the delivery of the enterprise's annual business plan, aligned to Cyrenians strategic plan
- Ensure all Cyrenians' and funders' monitoring and reporting systems are maintained, and funder outcomes/reporting deadlines are met.
- Participate in learning/training associated with monitoring and evaluation
- Ensure that the service produces regular evidence that it is achieving its aims and goals.
- Undertake research and provide reports that demonstrate the enterprise's impact.

### **Manage relationships**

- Working alongside colleagues, lead and contribute to developing strong relationships and partnerships with:
  - Current and potential funders and partners
  - Local community
  - Those who use the site, including visitors, contractors and volunteers
- Establish and maintain customer relation management systems.
- Work alongside Relationships colleagues to market the enterprise and build its positive reputation locally and nationally.

### **Health and Safety, Risk Management and operational compliance**

- Work with the team to identify and manage Health and Safety procedures.
- Monitor and ensure supply of PPE is available.
- Manage the service risk register and ensure this is regularly updated and reviewed.
- Maintain all records including HR, GDPR and Health & Safety, adhering to principles of best practice to ensure regulatory and legal compliance, and adherence to Cyrenians' policies/procedures.

### **Other Duties**

- To undertake any other duties that may reasonably be expected to fulfil the role and support Cyrenians.

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### 3 Person Specification

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Experience of logistics, distribution systems, processes and related software (preferably within the food sector)	Essential
Strong team leader with excellent communication skills	Essential
Pragmatic approach and creative problem solver	Essential
Ability to plan and prioritise workloads and deadlines	Essential
Experience of managing a budget / fiscal management	Essential
Forklift truck operation certification	Desirable
Experience in delivery of training	Desirable
Awareness of issues around homelessness, including substance abuse and mental health	Desirable
REHIS Intermediate Food Hygiene Certificate or equivalent (training will be offered if not currently held)	Desirable

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### 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Service Manager – Enterprise Reporting against work plan at regular support and supervision meetings.
<u>Liaison with:</u>	Fareshare Enterprise Team – staff & volunteers; external organisations, Fareshare Regional Centres & FareShare UK
<u>Workplace:</u>	Based at Cyrenians FareShare Depot, Jane Street, Leith, Edinburgh EH6 5HG (moving to 5a Seafield Way)
<u>Working Hours:</u>	37 hours per week, working five days (including some weekends)
<u>Annual Leave</u>	25 days plus 10 public holidays per annum
<u>Salary:</u>	£34,930 - £39,806 per annum (scale points 31 to 36)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Funding:</u>	This is a permanent post
<u>Disclosure:</u>	PVG membership required

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### 5 Application deadline and Interview dates

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Closing Date:	12 noon on Monday 16 <sup>th</sup> September 2024
Interview Date:	Thursday 26 <sup>th</sup> September
2 <sup>nd</sup> interviews:	To be confirmed

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.