

Job Description

Community Food Member Development Officer

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. That's why all our work is values-led and relationships-based. We meet people where they are and support them towards where they want to be.

Our mission: 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.

Compassion | Respect | Integrity | Innovation

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

1. General

About the service

As part of the [UK Fareshare network](#) we are committed to reducing food waste and tackling food inequality. Our Fareshare Depot on Seafield Road is a thriving surplus food hub connecting local community to good quality food that otherwise would have been sent to landfill.

Our community food members (CFM) work with us to turn our food deliveries into delicious and nutritious meals, reaching out to those who need it most. From veterans' groups, to foodbanks, pantries to breakfast clubs – our community food members are connected to those who may not have access to other means. By working together, we are able to create a network of support.

About the role

The Community Food Member Development Officer is responsible for the development, growth, engagement and retention of FareShare Central & South-East Scotland's CFM network.

Main Aims:

- Lead the growth, retention and engagement of the Community Food Member (CFM) network, ensuring an excellent member experience from enquiry and onboarding through to renewal.
- Secure and grow membership income through effective and appropriate recruitment of new members.

- Build and maintain strong relationships with new and existing members, providing guidance on operational and compliance requirements, including the Food Safety Manual, and identifying opportunities to improve engagement and retention.
- Develop and strengthen the membership offer through communications, events, member visits, community building, and continuous improvement of systems, processes and resources.
- Work collaboratively with depot operations, finance colleagues and the wider Felix network to ensure effective service delivery, timely payments, shared learning and sustainable service growth.

2. Tasks and Responsibilities

CFM Recruitment

- Promote the benefits and impact of FareShare membership through presentations, networking and outreach activities.
- Carry out membership assessments and suitability checks in accordance with food safety requirements.
- Support new members through the onboarding process and ensure they understand all operational and compliance requirements.

Development

- Devise and implement plans to grow and strengthen the Community Food Member network across Central and South East Scotland.
- Gather feedback from members and work collaboratively with depot colleagues to implement service improvements.
- Conduct regular member visits to understand operational needs and maximise engagement.
- Develop resources, guidance and communications to support members

Income and Payments

- Manage membership fees, renewals and payment processes in partnership with the Finance Team.
- Monitor income performance and outstanding payments, taking appropriate action to support timely collection.

Engagement, Events and Community Building

- Develop and deliver a programme of member engagement activities, including events, workshops, forums and networking opportunities.
- Build and maintain strong relationships with existing members and act as the primary point of contact.
- Ensure members receive a high quality experience and identify opportunities to improve engagement, satisfaction and retention.

- Engage with colleagues in the Fareshare Network in order to share examples of good practice and adopt a culture of continuous learning.

Reporting & Record Keeping

- Maintain accurate records in compliance with GDPR (such as: contact details for CFMs, food hygiene training records, food profiles, food business registration)
- Monitor and report on metrics including recruitment, retention, engagement, income and member satisfaction.
- Analyse membership data to identify trends, opportunities and make recommendations about the membership levels and how we allocate food based on data.
- Feedback and what is happening in the wider Fareshare network
- Support organisational reporting requirements, including funder reports, impact reporting and strategic planning.

Practical considerations

You will be based at our Depot which is a warehouse in Seaford Edinburgh open to the elements (so can be cold during winter months). You will be desk based however PPE will be provided if going onto the warehouse floor is required. You will travel across Central & South East Scotland to visit CFM's so access to own vehicle or use of public transport is expected (costs will be reimbursed)

3 Person Specification

Essential Knowledge and Experience

- Developing and managing positive relationships with customers and stakeholders
- Working towards and achieving targets
- Analysing data to inform decision making
- Planning and delivering events, workshops or engagement activities
- Managing customer accounts, including invoicing processes and accurate record keeping

Essential Skills and Attributes

- Excellent written and verbal communication skills, with the ability to present information clearly
- Attention to detail and commitment to high standards
- Excellent organisational skills
- Strong relationship building and collaborative working skills, with the confidence to work across teams and with external partners.
- Proactive, self-motivated and able to work autonomously
- Respectful and patient of all people, whatever their background or presenting behaviour

Desirable Qualifications and Training

- A full driving licence and willingness to travel across the service area
- REHIS Level 3 Food Hygiene, or willingness to work towards

4 Terms & Conditions

<u>Employer:</u>	Cyrenians
<u>Line Manager:</u>	Senior Manager, Depot Community & Enterprise
<u>Workplace:</u>	5a Seafield Way, Edinburgh, EH15 1TB
<u>Working Hours:</u>	37 hours per week (full time). Monday to Friday
<u>Annual Leave</u>	28 days plus 10 public holidays (pro rata)
<u>Salary:</u>	£29,622 per annum (scale point 25)
<u>Pension:</u>	Auto-enrolment into Qualifying Workplace Pension Scheme(QWPS) which is a Group Stakeholder Pension Scheme paid by salary exchange. Current contributions are 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>Disclosure:</u>	Not required

5. Application deadline and interview dates

<u>Closing date:</u>	12 noon on Monday 20 th July 2026
<u>Interview date:</u>	Tuesday 28th July
<u>Second stage:</u>	To be confirmed

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