

Role Description: REfUSE Cafe operations manager

Are you looking for an opportunity to work in a dynamic social enterprise with a powerful social and environmental mission? Do you believe the scale of food waste globally is unsustainable and shocking? Do you believe in the power of food to bring together community across any background or barrier? Do you describe yourself as resilient, committed and self-starting? A job at REfUSE could be the perfect opportunity for you to use your skills to make a meaningful impact on the world.



REfUSE is a not-for-profit social enterprise based in Chester le Street. We intercept food that would otherwise go to waste, and use it to run a Pay What You Decide cafe, a catering company, a volunteer training scheme and education and engagement projects. Our vision is to reveal the true value of things, places and people that are unjustly wasted or overlooked. We intercept 10-13 tonnes of food each month from supermarkets and retailers around the North East. Along with a force of other organisations, activists and campaigners, we've raised awareness of the injustice of food waste at every level, from households and families to businesses and supermarket directors.

The cafe's income accounts for around a third of Refuse CIC's turnover, additional support comes through grants and funding from partners like Karbon Homes, Imagine Foundation and County Durham Community Foundation. Up to now, REfUSE's founding directors have taken a very hands-on approach and, following being awarded funding from Norwegian food company Kavli Trust, this new role would be supporting the transition to allow the directors to work on wider aims and strategy. We are recruiting an Operations Manager to oversee the overall management of REfUSE cafe and warehouse, the central project in the REfUSE CIC family. The role would involve line managing the cafe's staff, including our volunteer coordinator who manages 200 volunteers, our cafe manager who oversees the cafe's running, and our warehouse team who collect, sort and redistribute food surplus. The operations manager will also oversee the cafe's budget, ensuring that the project continues to be financially sustainable, through a mixture of self-generated funding and grant funding. The role will be hands-on supporting staff, covering each of the roles, overseeing safeguarding and managing our buildings, including our partnerships with organisations that share and use the space.

The successful candidate will be entrepreneurial, ambitious and used to a fast paced and flexible working environment. Rather than sustaining current operations, we would expect the operations manager to work dynamically to improve and grow the project, so you'll need big ideas as well as being able to deftly handle a spreadsheet.

You'll report to our directors but will need to be self-driven with good leadership skills.

Key Information

- 37.5 hours per week - we may consider job shares for this role
- Employment term: 18 months, including an initial probationary period of 3 months, and extension likely subject to securing funding
- Salary £23,500 - £25,000, depending on experience
- Deadline for all applications is **21st January 2022 at midnight** – applications received after this date will not be considered.
- Please see the application process below, applications which do not provide the required documents will not be considered.
- Interviews will take place between 25th and 28th of January
- We are aiming for the role to commence on **1st March 2022** but start dates will be discussed at interview.
- If you require any further information, please contact info@refusedurham.org.uk

Please note that a Disclosure and Barring Service (DBS) Enhanced Disclosure Certificate will be required for the post, but that a clean DBS certificate is not essential for the role - we will consider applicants with a criminal record on a case-by-case basis.

Main duties

- Line manage cafe and warehouse staff:
 - Work with our volunteer manager on our growing volunteer programme
 - Work with our cafe manager to ensure high levels of food hygiene, customer service and quality of food and drinks served
 - Work with our food and logistics manager, and warehouse team, to manage efficient storage and stock rotation, manage and improve our supplier relationships.
- Oversee budgets and long term financial planning for the cafe space.
- Write funding applications, report to funders and manage relationships with those that support the cafe project, including Refuse's 'Champions',
- Work hands-on in the cafe and training workshops to cover staff absences.
- Support marketing and communications activities
- Hold oversight for the safeguarding of REFUSE's volunteers.
- Liaise between other REFUSE projects to ensure good communication and coordination, eg. education programme, community climate advocates, Conscious Kitchen catering
- Prepare monthly/quarterly reports for directors' and advisors' meetings

Responsible to: Directors

Responsible for: All staff and volunteers working within the cafe project.

Person Specification

You must...

- be passionate about grass-roots environmental and social change;
- have had experience managing staff teams, with vision and compassion;
- be non-judgmental, inclusive and comfortable working with staff and volunteers from a wide range of backgrounds;
- work under pressure in a calm and efficient manner, being able to meet deadlines;
- have good interpersonal skills and the ability to communicate effectively with funding partners, customers, staff and volunteers from a range of demographics, in both written and verbal formats;
- have experience of managing budgets and financial planning;
- have an innovative and dynamic approach to problem solving, empowering our staff and volunteers to make decisions and have ownership over different parts of the project;
- have experience of monitoring and evaluation;
- have excellent IT skills including Excel, Google platforms and use of social media;
- feel comfortable 'mucking in' with different roles within our staff team, supporting other staff and departments when needed.

Application Process

If you are interested in applying, please send the following:

- Covering Letter describing your experience of the main duties and how you meet the person specification above (1 A4 page maximum)
- An up-to-date CV (2 A4 pages maximum)
- Contact details for 2 referees

Please either attach the above to an email and send it to info@refusedurham.org.uk with an email subject of **"Cafe operations manager"**.