Job title: Warehouse Assistant
Reporting to: Warehouse Manager
Location: Guildford
Type of contract: Fixed Term (until 31st March 2026 - possibility for this to be a permanent role)
Hours: Full-time (37.5 hours per week)
Salary: £24,570 Band 21 (12 month equivalent)

About FareShare Sussex & Surrey

We rescue surplus food from businesses, farms and supermarkets. This food is nutritious, in-date and safe, and includes a high proportion of fresh vegetables and fruit. If we did not rescue this food, it would be at risk of going to waste. Instead, we deliver it to charities, community kitchens, community pantries and fridges, food banks, schools and other organisations serving vulnerable people. Our food is a vital lifeline for children and families, people on low incomes, people who have lost their jobs, the homeless, refugees, domestic abuse survivors, the elderly and key workers.

We operate out of two sites; Guildford (Surrey) and Brighton (Sussex) as part of 35 Regional Centres, working as a network across the country with FareShare, a national charity. The Guildford warehouse is new and enables us to receive, store and deliver more fresh, frozen, chilled and ambient food across the region.

Last year, we delivered enough food for 2.14 million meals to help vulnerable people in our community. We receive and deliver around 80 tonnes of food every month, currently to 140 organisations, including homeless shelters, community pantries, food banks, clubs, children's centres and lunch clubs across 3 counties. FareShare Sussex & Surrey also works to improve the lives of vulnerable people far from the workplace through our successful employability programme.

City Gate Community Projects (registered charity 1093245) is the employer, delivery partner and franchise holder for FareShare Sussex & Surrey.

Main purpose of this role

This is a fantastic opportunity to work in our new Guildford warehouse and play a vital role as a member of the warehouse team. The role will include assisting with deliveries in and out of the warehouse as well as supervising and supporting a team of volunteers from a range of backgrounds.

Ensuring the highest levels of customer service and satisfaction is vital to our success. This role offers you a great opportunity to help support our expansion and help us increase our impact. Your work will make sure that quality surplus food is helping feed people in need.

We need someone who is willing to work flexible hours between 8am and 6.30pm Monday to Friday. Some weekend work may be required on occasion.

Duties and responsibilities

- Assist with the smooth running of the day-to-day Guildford warehouse operation, with due regard to health and safety and food hygiene.
- Assist with stock control, managing deliveries in and out, and effective record keeping. This may include driving the delivery van to our community partners.
- Support volunteers working in the warehouse to support the delivery of the FareShare Sussex & Surrey service.
- Carry out a range of administrative tasks using our online warehousing system. This may include inputting stock and creating food orders.
- Ensure compliance with relevant Food Hygiene, Health & Safety and other standards applicable

to FareShare premises, vehicles, refrigeration equipment, our staff and volunteers.
- Ensure the security of the Guildford-based Regional Centre and all assets located within it, including food, is maintained at all times.
- Develop and uphold high-quality customer care and standards of conduct when dealing with all stakeholders and the general public. This includes taking phone calls from the charities and community groups we deliver to.

Person specification

As an employer committed to Equal Opportunities, we will assess applications in line with these criteria that we consider either as being essential or desirable for this post.

Please provide a cover letter to explain why your experience in relation to the person specification makes you a great candidate for this role - if this is not covered in your CV.

	Essential Criteria	Desirable Criteria
Qualifications and/or experience	• IT literacy including word processing • Full clean driving licence	• Working in logistics or a warehouse environment • Working with people with diverse needs • Counterbalance forklift licence • Database use for stock management
Skills, Abilities and Knowledge	• Excellent interpersonal skills, including the ability to communicate effectively with people with diverse needs • To be in good physical health with the ability to carry out regular manual handling tasks subject to training and health and safety restrictions • Good numerical skills and attention to detail • Able to use own initiative and work proactively and independently • Good administrative and organisational ability	• An understanding of Food Safety and Health & Safety legislation
Relationships (internal and external) values and behaviours	• Able to demonstrate a commitment to equal opportunities, inclusivity and diversity • Willingness to work flexibly including evenings • To subscribe to the ethos, vision and mission of the organisation • Able to embrace a good team working culture	
Circumstances	• Willing and available to work outside normal working hours occasionally if required • Proof of the Right to work in the UK • Satisfactory DBS check	

Benefits

- Ethical pension scheme
- Access to learning and development opportunities
- Access to TelUs One staff support scheme
- 33 days Annual Leave including all public bank holidays (Pro-rata for part-time employees)
- Staff-led well-being programme/team
- Bike to work scheme
- Salary Sacrifice Scheme
- Real Living Wage Employer

Safeguarding statement

FareShare Sussex & Surrey 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.

Equality, Diversity and Inclusion

We want to be open to everyone. A diverse voice is a more powerful voice. Diversity in our people brings new viewpoints and this drives debate and creativity, which is key to success and an ability to engage new audiences. As such, we encourage applications from people who belong to groups which are often marginalised in society. We strive to engage an ability-based workforce which reflects the diverse nature of our local communities. We are committed to equality, diversity and inclusion and it's important to us that this is reflected in the diversity of the people who work for us. We particularly welcome applications from black, Asian and minority ethnic candidates, LGBTQ+ candidates and candidates with disabilities because we would like to increase the representation of these groups in the team. Please call or email if you'd like to chat about the FareShare Sussex & Surrey community in more detail.

Application Process

Please send a CV and Cover Letter to **explain how your experience relates to the points in the Person Specification.** Please also submit the equal opportunities forms to: recruitment@faresharesussexandsurrey.org.uk**.**

The deadline for application is **9am, Friday 30th May.** ***Interviews will be held online or in person in Guildford and organised as we receive applications.***

For an informal chat about the role, please contact Anand Darshan on 01483 927500.

The application pack can be accessed via https://faresharesussexandsurrey.org.uk/news

Further information about FareShare Sussex & Surrey can be found online at www.faresharesussexandsurrey.org.uk