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Job Title: **Team Leader**

Responsible To: **Depot Manager**

Contract Type: **Permanent, Full-Time**

Salary: **£22,000-24,000**

Location: **Park Royal (W3 0RU)**

Hours of work: **37.5 hours per week, Shift basis – 5 days out of 6. Any 7.5h between 07:30 and19:00. Occasionally we will operate on Sundays.**

**The Felix Project**

The Felix Project is London's biggest food redistribution charity and the largest end-to-end food redistribution charity in Europe.

Our vision is a London where no one goes hungry and good food is never wasted.

We rescue surplus food from businesses, supermarkets, restaurants and farms. This food is nutritious, in-date, and safe and includes a high proportion of fresh vegetables, fruit, meat and fish. If we did not rescue this food, it would be at risk of going to waste. Instead, we deliver it free of charge to London charities, schools, food banks, COVID food hubs and other organisations serving people in need. 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 keyworkers.

We are a very ambitious and dynamic young charity and we haven’t stopped growing since we were founded in 2016 in memory of Felix Byam Shaw, by his father, entrepreneur Justin Byam Shaw. We recently ran a very high-profile media campaign with the Evening Standard and Independent, raising £10million to feed London. We have celebrity endorsement from Reece James, Phoebe Waller-Bridge and Jack Whitehall, Steven Fry, James May and many others.

Last year we delivered enough food for 21.1 million meals to help people in need. We have continuing major growth plans for the next 4 years, with a target of delivering enough food for 100 million meals by 2024. Because nearly all the food we receive is donated by the food industry and volunteers, every £1 of expenditure redistributes £10 worth of food.

**Duties and Accountabilities**

The role is subject to a degree of flexibility but initially the Team Leader will be involved with the following activities:

* Supervise, train and develop volunteers
* Provide guidance and support to volunteers and other team members on their daily duties
* Manage daily work plan
* Stock control, quality and rotation
* Full adherence to Health & Safety and Food Safety policies and procedures
* Going out on the food delivery/collection routes, driving or co-driving as and when needed
* Other general office support (filing, cross-checking files)
* Support with various projects as they occur

**Person Specification**

The Felix Project recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from candidates from diverse backgrounds.

We particularly welcome applications from those of a black and minority ethnic (BAME) background, as BAME people are currently under-represented within The Felix Project.

To help us with our depot operations at we are seeking a Team Leader with exceptional organisation skills, excellent people skills, attention to detail and a positive ‘can do’ attitude’. Ideally, you will have a background in warehousing or other operational roles, however, we are willing to train people who are passionate about our cause, have an excellent work ethic, and have strong customer service skills.

**Essential Criteria**

* Customer service experience or background in a front-line/‘people facing’ role – you respect others and put people first with everything you do
* Ability and willingness to work in a busy environment
* Proactive, with an eye for problem solving and continuous improvement
* Ability to work with people from all walks of life, with a positive attitude
* Meticulous organisation skills and attention to detail
* Good communication skills
* Willingness to engage in physical work as part of your daily job
* Full UK Driving Licence (with no more than 6 points) held for at least 1 year – over 21 for insurance purposes

**Desirable Criteria**

* Warehouse experience in FMCG sector or similar
* Experience in leading a team in the warehouse environment
* Flexibility in terms of working hours
* Confident to drive one of our vans
* Good PC skills, particular Microsoft Office
* Committed to reducing food waste and fighting food poverty
* Fork Lift license

This role is primarily located at our Park Royal Depot, West London. You may be asked to occasionally work in one of our other locations as part of your duties.

**Application procedure**

Please send your CV with a covering letter demonstrating your suitability for the role to **recruitment@thefelixproject.org** with ‘Team Leader’ in the subject. This role is available immediately.