



**Position:** Head of Depot Operations

**Team:** Operations

**Reporting to:** Operations Director

**Salary:** £45,000 - £50,000

**Contract type:** Full-time

## About 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.

## About you

The Head of Depot Management position is a key role in the development, delivery and support of Felix's mission that no one goes hungry. The main requirement of the role is to lead our depot operations across London at our four warehouses. You will provide leadership for your team of staff and volunteers, ensuring rigorous process, systems and management are in place. You will deliver effective monitoring and evaluation against our strategic objectives, and ensure our operations meet all required legislation. This is a new role for the organisation to provide experienced support and line management to our operational teams.

You will help grow The Felix Project's operational capacity as we work towards distributing 42,000 tonnes of food a year by the end of 2023. You will work along side The Head of Food Supply and Head of Community Engagement to ensure the logistics of the operation has the capability to deliver the volume of food we are recusing as we grow.

## Role Overview

- Reporting to the Operations Director, to take responsibility for all Felix depot operations and vehicle fleet to manage the handling and delivery of surplus food efficiently and following all required legislation.
- Identify any efficiency improvements within the operations. Work with the Operations Director to implement, measure and report findings and/or results.
- Grow operations in line with our strategic goals to achieve a target of 100m meals distributed by 2023/24.
- Analyse and collate operational information, review all KPIs and feedback to the team.
- To ensure that the daily deliveries are completed and managed correctly.
- To monitor all staffing and volunteer levels and identify potential issues or shortages. Liaise with the people team to resolve them.
- To be responsible for all Food Safety and Health and Safety at the depots and to comply with all relevant legislation.
- To carry out necessary risk assessments and COSHH assessments as required by the relevant Health and Safety legislation.
- Ensure all standard operating procedures are being delivered consistently across the different standard.
- Take responsibility for all operating costs and review performance monthly. Lead on compiling annual operating budgets with our management accountant and the team.
- Monitor the use of all technology platforms such as stock management, route planning and fleet management and ensure all users are using them proficiently.
- Lead, performance manage and develop a high performing depot operations team;
- Play a lead role ensuring that The Felix Project secures its status as a pioneering, innovative and creative charity that gains credibility across the sector, visibly achieving our goals and mission.

## Candidate profile

You will have proven leadership experience in the charity or commercial sectors and bring a passion for our work and an ability to translate strategy into action. You will be an inspirational and entrepreneurial leader who can galvanise and optimise opportunities that will deliver maximum impact and continue to raise standards across The Felix Project. You will have an energetic, positive and can-do approach - not afraid to roll your sleeves up and get hands-on as the operation requires.

### Essential required

- Proven experience as a Senior Depot Manager
- Experience in planning and/or managing projects within a team
- Experience with budget development and management
- Knowledge of business process and functions
- Strong analytical ability
- Excellent communication skills
- Proactive manager, with demonstrated experience of building and management a high functioning team
- Outstanding organisational and leadership skills
- Problem solving aptitude
- Excellent verbal and written skills
- Solid presentation skills and the ability to explain complex process to the team
- High level of computer-based skills and or experience
- Committed to reducing food waste and fighting food poverty

The role can be based at any of The Felix Project's sites in Park Royal, Poplar, Enfield or Deptford, with very regular travel between all Felix Project locations.