


 MANCHESTER  
**Veg people**

Keeping it fresh, organic &amp; local

# Veg Box People & Manchester Veg People Packing and delivery Worker



## Job Description

**Hours:** 31 hours per week

**Days:** Monday, Tuesday, Wednesday and Thursday

**Term:** 15 hours permanent, 16 hours maternity cover with expected end in January 2022

**Salary:** £18,525 pro rata per annum (£15,314 for 31 hours)

**Closing date for applications:** 8am on Monday 14th December 2020

**Interviews:** 17th December for ½hr of practical tasks, 18th December for an interview via Zoom.

**Notifying interviewees of outcome:** Tuesday 22nd December

**Start date:** January 2021

<b>Responsible to:</b>	Manchester Veg People and Veg Box People Co-op Members, represented by respective management committees
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### Introduction:

Veg Box People and Manchester Veg People are two co-operative organisations that work closely together to deliver a model of a more sustainable and fairer food system for Greater Manchester.

We are at an exciting and challenging stage in the development of both businesses. Manchester Veg People's catering wholesale operation ensures that caterers in the public and private sector can access veg that is grown locally and organically. Veg Box People is growing its network of collection points so that households and families across Greater Manchester can access the same produce in convenient and competitively priced veg boxes. With 23 collection points, from community centres to cafes, to mobile stalls, we are packing around 350-400 bags per week.

We need someone who shares our passion to create better food systems to help us consolidate and grow both businesses. We're looking for a proactive and energetic team member to help deliver our produce to Greater Manchester residents. You will need to be an all-rounder as we share much of the work we do, but we are particularly looking for someone to join the team in a packing and delivering role.

Your typical week will include packing our lovely veg bags on Mondays and Wednesdays: including collecting produce from suppliers, portioning produce and organising deliveries. Then on Tuesdays and Thursdays you will be delivering to customers and partner collection points, and running stalls for customers to collect. Ideally we need someone who can help cover other duties such as responding to emails, using spreadsheets to order produce or using Quickbooks for stock management, so strong IT skills are desirable. You will also have the opportunity to become a co-op member after your probationary period, so we are looking for someone who can collaborate with us in building our co-op up to get our lovely organic produce out to more people across Greater Manchester.

## Main Duties

Below is a non-exclusive list of main duties to work co-operatively with the existing workers and other stakeholders. Training will be provided during the induction.

### Helping to deliver our service:

Work as part of the team to facilitate the smooth running of the veg box scheme, including:

- Driving a long wheelbase van to collect produce from suppliers, and checking quantities against orders,
- Problem solve any quantity issues, liaising with other co-op members and suppliers,
- Weighing out produce into portions and packing veg bags,
- Working independently to carry out the packing process, and keeping track of progress with the team,
- Organising and labelling orders for delivery,
- Communicating any content changes with our customer base,
- Working with the team to adapt processes to improve efficiency and to provide a great service,
- Continuing to develop how we work with farmers to secure the supply of local, organic produce throughout the seasons.

### Distributing our produce:

- Driving a long wheel base van, doing multiple deliveries and heavy lifting of crates of fresh produce into and out of the van,
- Efficient and organised in preparing invoices, delivering correctly and processing paperwork accurately on return,
- You must be a confident and responsible driver, who is good at planning routes and can drive calmly and carefully despite time pressure, traffic and parking conditions,
- Caring about the produce as much as we do, and being the vital link between the growers and the customers: providing encouragement but also collecting feedback in order to adapt and tailor our service.

### Other:

Carry out all other tasks required, including:

- Responding creatively to the challenges that naturally occur in supplying fruit and vegetables considering the limited availability,
- Communicating clearly and regularly within our small team,
- Attending regular meetings with co-op members, growers and partners,
- With colleagues, help to drive the co-op forward towards our aims,
- Report to funders, partners and members.

**Additional cover duties to help support our operations:** (while these may not be regular tasks, it would be advantageous to be able to provide cover for other team members)

- Use the Quickbooks software to:
  - Input orders
  - Input invoices
  - Manage customer accounts including entering payments and reconciling invoices
  - Run reports and manage stock,
- Use Microsoft Excel pivot tables and VLookup functions to update ordering sheets and create documents to share with suppliers or customers,
- Respond to customer queries in person or by email,
- Order veg and fruit requirements from suppliers and local growers accurately,
- Establish and maintain good customer relations,
- Creating content for the newsletter,
- Use the VBP customer database (CiviCRM) software to:
  - Manage veg box contents, customer enquiries and box scheme income and expenditure.
  - Manage customer accounts.

<b>Person Specification</b>	
<b>Business acumen</b>	
Experience of working in a small business	<b>Essential</b>
Tenacious & adaptable	<b>Essential</b>
IT literate, confident in MS Word, using email, the internet etc.	<b>Essential</b>
Be able to learn on the job, and respond to possibilities and potential opportunities	<b>Essential</b>
Experience of establishing and/or running a small business	<b>Desirable</b>
Able to develop new business opportunities	<b>Desirable</b>
High level of numeracy, ability to undertake basic budgeting and book-keeping, confident and reliable handling cheque, cash and electronic payments	<b>Desirable</b>
Experience working with CiviCRM and Quickbooks software:	<b>Desirable</b>
Experienced level of knowledge using Microsoft Excel	<b>Desirable</b>
<b>Sales and marketing skills</b>	
Excellent communication and presentation skills	<b>Essential</b>
The ability and desire to sell	<b>Essential</b>
Confident and determined approach	<b>Essential</b>
Resilience and the ability to cope with rejection	<b>Essential</b>
The capacity to flourish in a challenging enterprising environment	<b>Essential</b>
Experience in customer service	<b>Essential</b>
Confident in approaching and presenting to potential new partners and customers	<b>Desirable</b>
<b>Co-operation and teamwork</b>	
Ability to motivate, encourage and get the best out of co-workers	<b>Essential</b>
Ability to discuss objectively in order to make collective decisions	<b>Essential</b>
Excellent communication and interaction skills with an understanding that communication is a two way process	<b>Essential</b>
Open minded attitude to different ideas and criticisms	<b>Essential</b>
Good attention to detail and strong analytical skills	<b>Essential</b>
Ability to adapt in a fast paced growing business and to think on your feet to solve problems	<b>Essential</b>
Punctual and reliable	<b>Essential</b>
Experience of working in a co-operative	<b>Desirable</b>

<b>Competence, Skills and Knowledge</b>	
Clean driving licence and confident driver	<b>Essential</b>
Experience driving a large vehicle around a city	<b>Desirable</b>
Experience in a manual handling role	<b>Desirable</b>
Good grasp of prioritising tasks and planning	<b>Essential</b>
Willingness and flexibility to undertake any relevant training required	<b>Essential</b>
Good administration and communication skills with the ability to work with people from a variety of backgrounds	<b>Essential</b>
Experience of supporting volunteers	<b>Desirable</b>
<b>Personal:</b>	
Enthusiasm and dedication to sustainable food issues	<b>Essential</b>
Flexibility to work in various work conditions	<b>Essential</b>
Drive and enthusiasm to meet set objectives	<b>Essential</b>
A high degree of personal motivation and initiative	<b>Essential</b>
Ability to work under pressure and maintain a positive attitude	<b>Essential</b>
Physically fit as heavy lifting is required	<b>Essential</b>
Willingness to work on Bank Holidays when required	<b>Essential</b>
Willing to be flexible and cover other roles due to holidays or illness	<b>Essential</b>
Awareness and understanding of the challenges within the social enterprise sector	<b>Desirable</b>

**Please return your application to:** [mail@kindling.org.uk](mailto:mail@kindling.org.uk) with the subject as 'VBP recruitment'

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