

# Veg Box People

## Packing and Delivery Worker

### Job Description



**Hours:** 30 hours per week.

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

**Term:** Permanent.

**Salary:** £18,525 pro rata per annum (£14,820 for 30 hours weekly)

**Location:** You will be based at our packing unit at Wilsons Park, Monsall Road M40 8WN for the practical days, and either from home or our packing space on administrative days.

**Closing date for applications:** Midnight Sunday 15th August.

**Interviews:** Friday 3rd September.

**Start date:** September 2021.

**Responsible to:** Veg Box People Co-op Members, represented by respective management committees.

#### Introduction:

Veg Box People is at an exciting stage in its development. It is growing its network of collection points so that households and families across Greater Manchester can access the local organic produce in convenient and competitively priced veg boxes.

With 23 collection points, from community centres to cafes, to a mobile stall, we are packing around 400-450 bags per week.

We are looking for someone who shares our passion to create better food systems to help us strengthen and grow our business. We're looking for a proactive and energetic team member to help deliver our produce and services to Greater Manchester residents. You will need to be an all-rounder as we share much of the work we do, and this role will involve packing, delivery and administrative work.

Your typical week will include packing our lovely veg bags on Mondays and Wednesdays, including collecting produce from suppliers, portioning produce and organising deliveries. On Tuesdays and Thursdays you will either be delivering to customers and collection points, or carrying out administrative and development work for the business.

Office based tasks will include activities such as responding to emails, using spreadsheets to order produce, using Quickbooks for stock management and making connections with different hubs around the city. Strong IT skills are essential.

You will also have the opportunity to apply for membership of our co-operative 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. Some experience and knowledge of working cooperatively, or in a cooperative, is desirable but not essential.

Within the wider Kindling family of enterprises, and as a sister organisation of the Kindling Trust, we are part of the mission to improve the food system of Greater Manchester and beyond. Having just finished the community shares campaign to buy Kindling Farm, the Kindling family of enterprises are working closely to build the most impactful and transformative campaign to fully establish the farm.

## **Main Duties**

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

### **Helping To Deliver Our Service (Weekly)**

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.

### **Administrative Work**

- Use the Quickbooks software to:
  - Input orders and invoices
  - Manage customer accounts including entering payments & reconciling invoices
  - Run reports and manage stock
- Use Microsoft Excel pivot tables and VLookup functions to update ordering sheets, staffing documents and development documents
- Respond to customer queries in person and by email
- Order veg and fruit from suppliers and growers accurately
- Establish and maintain good customer relations
- Create content for the newsletter
- Using our customer database (CiviCRM software) to:
  - Manage veg box contents, customer enquiries and box scheme income and expenditure
  - Manage customer accounts
- Work on our website to update content
- Work with the team to develop new ideas around growing our customer base, services and accessibility

<b>Person Specification</b>	
<b>Business acumen</b>	
Experience of working in a small team	Desirable
Competent in main software packages, including Microsoft Office and Microsoft Excel	Essential
Able to learn on the job and respond to possibilities and potential	Essential
Experience of establishing and/or running a small business	Desirable
Able to develop new business opportunities	Desirable
High level of numeracy and IT literacy	Desirable
Experience working with CivCRM and Quickbooks	Desirable
<b>Sales and marketing</b>	
Excellent communication and presentation skills	Desirable
Experience in customer service	Essential
Confident in approaching and presenting to new partners and customers	Desirable
<b>Co-operation and teamwork</b>	
Ability to motivate, encourage and get the best out of co-workers	Essential
Ability to discuss objectively in order to make collective decisions	Essential
Good communication and interaction skills with an understanding that communication is a two way process	Essential
Open minded attitude to different ideas and committed to ensuring the work space is a safe and comfortable environment for <b>all</b> people	Essential
Good attention to detail	Desirable
Ability to adapt in a fast paced growing business & to think on your feet to solve problems	Essential
Punctual and reliable	Essential
Experience of working in a co-op	Desirable
<b>Competence, Skills and Knowledge</b>	
Clean driving licence and confident driver	Essential
Experience driving a large vehicle around a city	Desirable
Experience in a manual handling role	Desirable
Good grasp of prioritising tasks and planning	Essential
Good administration and communication skills with the ability to work with people from a variety of backgrounds	Essential
<b>Personal</b>	
Enthusiasm and dedication to sustainable food issues	Essential
Flexibility to work in challenging conditions (rainy, cold etc.)	Essential
High degree of personal motivation and initiative	Essential
Physically fit as heavy lifting is required	Essential
Willingness to work on Bank Holidays	Essential

**How to apply:** We understand that the prospect of submitting a formal CV is very off-putting for people. We will therefore accept the information usually included in a CV but in a format best suited to you. We will accept formal CVs, video or recorded CVs, or reflective pieces that demonstrate your skills and experiences. If in doubt, please send us an email for more guidance. Please also complete the application form.

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

**Closing date for applications:** Midnight Sunday 15th August.

**Notifying applicants if through to interview:** By Friday 20th August.

**Interviews:** Friday 3rd September.

**Start date:** September 2021.