



Manchester Veg People/Veg Box People Co-op Worker



Job Description

Hours: 4 days a week (30 hours a week)

Days: Monday, Wednesday and Thursday between 8am-6pm and Tuesday between 5am and 1pm

Probationary Period: 4 months

Salary: £15,912 per annum (pro rata 30 hours) plus 5% employer pension contribution. Salary review pending

Closing date for applications: Sunday 22nd July 2018 (at midnight).

Interviews: Wednesday 1st August

Notifying interviewees of outcome: Thursday 2nd August

Start date: 3rd September

Responsible to:

Manchester Veg People and Veg Box People Co-op Members, represented by respective management committees

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, sustainably and organically. Veg Box People is growing it's 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 17 collection points, from community centres to cafes, to universities we are packing around 230 bags per week.

We need someone who shares our passion to create better food systems to help us consolidate and grow both businesses. You will need to be an all-rounder as we share all the work we do. Your typical week could include collecting veg and packing it for our customers, driving to our customers, delivering veg and explaining why our products are so much better than anyone else's, and then working with a variety of software to administer and improve our business processes.

Main Duties To work co-operatively with the existing workers and other stakeholders to:

A. Distribute our produce: (both collection from the farms and delivery to restaurants, public sector etc.)

- Driving a long wheel base van and doing multi drops and heavy lifting (of crates of veg into and out of the van)
- Efficient and organised in preparing invoices, delivering correctly and processing paperwork accurately on return
- A confident and responsible driver, good at planning routes and who doesn't feel stressed driving around town or parking up in tight spaces (in a big van!)
- Caring about the veg as much as we do, and is happy to talk to both the growers and the chefs

B. Help deliver our service:

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

- Weighing out and packing veg bags
- Creating content for the newsletter and maintaining communication channels with our customer base
- Continue to develop how we work with farmers to secure the supply of local, organic produce throughout the seasons.

C. Support our operations:

- Use the MVP database (quickbooks) software to:
 - Input orders
 - Input invoices
 - Manage customer accounts including entering payments and reconciling invoices
 - Run reports
- Use Microsoft Excel pivot tables and VLookup functions to update ordering sheets and create documents to share with our customers
- Problem solve any quantity issues, liaising with other co-op members and suppliers.
- Respond to customer queries
- Order veg and fruit requirements for VBP from MVP and local growers accurately
- Establish and maintain good customer relations
- Use the VBP customer database (CiviCRM) software to:
 - Manage veg box contents, customer enquiries and box scheme income and expenditure.
 - Manage customer accounts

D. Other.

Carry out all other tasks required including:

- Respond creatively to the challenges in veg and fruit supply that naturally occur with such a small produce base
- Communicate clearly and regularly within our small team
- Attending regular meetings with co-op members, growers and partners
- With colleagues, help with the financial management and reporting
- Report to funders, partners and members

Person Specification	Essential:	Desirable:
<p>Business acumen</p> <p>Experience of working in a small business:</p> <p>Experience of establishing and/or running a small business:</p> <p>Tenacious & adaptable</p> <p>Able to develop new business opportunities:</p> <p>IT literate, confident in MS Word, using email, the internet etc.:</p> <p>Experience working with CiviCRM and Quickbooks software:</p> <p>Experienced level of knowledge using Microsoft Excel, and willingness to learn how to use CiviCRM and Quickbooks software.</p> <p>High level of numeracy, ability to undertake basic budgeting and book-keeping, confident and reliable handling cheque, cash and electronic payments:</p> <p>Be able to learn on the job, and respond to possibilities and potential opportunities:</p>	<p>☼</p> <p></p> <p>☼</p> <p></p> <p>☼</p> <p></p> <p>☼</p> <p></p> <p>☼</p> <p></p> <p>☼</p>	<p></p> <p>☼</p> <p></p> <p>☼</p> <p></p> <p>☼</p> <p></p> <p></p> <p>☼</p>
<p>Sales and marketing skills</p> <p>Excellent communication and presentation skills:</p> <p>The ability and desire to sell:</p> <p>Confident and determined approach:</p> <p>Resilience and the ability to cope with rejection:</p> <p>The capacity to flourish in a challenging enterprising environment:</p> <p>Confident in approaching and presenting to potential new partners and customers:</p> <p>Experience in customer service:</p>	<p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p>☼</p> <p></p> <p>☼</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p>☼</p> <p></p>

<p>Co-operation and teamwork</p> <p>Ability to motivate, encourage and get the best out of co-workers:</p> <p>Experience of working in a co-operative:</p> <p>Ability to discuss objectively in order to make collective decisions:</p> <p>Excellent communication and interaction skills with an understanding that communication is a two way process:</p> <p>Open minded attitude to different ideas and criticisms:</p> <p>Good attention to detail and strong analytical skills:</p> <p>Ability to adapt in a fast paced growing business and to think on your feet to solve problems</p> <p>Punctual and reliable:</p>	<p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p>	<p>☀</p>
<p>Competence, Skills and Knowledge</p> <p>Good grasp of prioritising tasks and planning:</p> <p>Willingness and flexibility to undertake any relevant training required:</p> <p>Good administration and communication skills with the ability to work with people from a variety of backgrounds:</p> <p>Experience & understanding of supporting volunteers:</p> <p>Clean driving licence and confident driver:</p>	<p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p>	<p>☀</p>
<p>Personal:</p> <p>Awareness and understanding of the challenges within the social enterprise sector:</p> <p>Enthusiasm and dedication to sustainable food issues:</p> <p>Flexibility to work in various work conditions:</p> <p>Drive and enthusiasm to meet set objectives. A high degree of personal motivation and initiative, the ability to work under pressure:</p> <p>Physically fit as lifting is required:</p> <p>Willingness to work on Bank Holidays when required:</p> <p>Willing to be flexible and cover other roles due to holidays or illness:</p>	<p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p> <p>☀</p>	<p>☀</p>

Please return your application to: mail@kindling.org.uk subject as 'VBP/MVP recruitment'

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