

Veg Box People

Co-op Member

Job Description



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

Days: Although exact days worked may be flexible, we will require you to work on a Monday and a Tuesday

Probationary Period: 4 months

Salary: £15,912 per annum (pro rata 30 hours) plus 2% employer pension contribution.

Responsible to:

Veg Box People Co-op Members

Introduction:

Started in 2015, Veg Box People has been developed and run with very little in the way of resources, but a great deal of passion about its role in creating a more sustainable and fairer food system for Greater Manchester. Over the last year we have been providing organic veg boxes to 100 customers and we recently received funding and a loan through the Just Growth programme, which will enable us to dedicate the time needed to grow the co-operative.

We are now looking for someone with excellent interpersonal and organisational skills to join our team, to help us make our fledgling co-operative work both financially and as a model of a fairer food system.

Veg Box People is at an exciting and yet challenging stage in its development. We have laid the foundations, put the systems in place and tested everything out. But we now need to increase sales as a matter of priority to create a financially viable business – a business that values organic food, supporting local farmers and paying them fairly and working co-operatively.

As with starting up any fledgling business we are looking for someone to join our team who can be flexible and who will go the extra mile to make it work.

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

A. Help deliver our service:

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

- Packing veg bags
- Distribution of veg to collection points
- Staffing the stall at the collection points
- Develop promotional and relationship building opportunities: e.g. Farm visits for customers, customer appeals, special offers etc.

B. Help us develop and implement a robust marketing strategy to:

- Increase customer numbers and sales at existing collection points
- Increase customer numbers at new collection points to meet target numbers

C. Maintain and improve our existing work:

- Use our customer database (CiviCRM) software to:
 - manage veg box contents, customer enquiries and box scheme income and expenditure.

- manage customer accounts including entering payments and credits and taking card payments.
- manage and update our e-commerce website (Drupal)
- Purchase organic fruit and vegetables from local organic farmers in partnership with Manchester Veg People
- Establish and maintain good customer relations
- Respond to customer queries

D. Other.

Carry out all other tasks required including:

- Attending regular meetings with co-op members, grower meetings and partners
- With colleagues, help with the financial management and reporting
- Reporting 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 & able to develop new business opportunities:</p> <p>IT literate with confident in Excel & MS Word, using email, the internet etc.:</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 style="text-align: center;">☼</p>	<p style="text-align: center;">☼</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 of/skills in customer service:</p>	<p style="text-align: center;">☼</p>	
<p>Co-operation and teamwork</p> <p>Ability to motivate, encourage and get the best out of individuals:</p> <p>Experience of working in a co-operative:</p> <p>Meeting and collective decision making skills:</p> <p>Excellent communication and interaction skills with an understanding that communication is a two way process:</p> <p>Planning and organising:</p>	<p style="text-align: center;">☼</p>	<p style="text-align: center;">☼</p>

Strong analytical skills and decision making:	⚙	
Problem solving and issue resolution:	⚙	
Punctual and reliable:	⚙	
Competence, Skills and Knowledge		
Good grasp of prioritising tasks and planning:	⚙	
Willingness and flexibility to undertake any relevant training required:	⚙	
Good administration and communication skills with the ability to deal with people from a variety of backgrounds:	⚙	⚙
Experience & understanding of supporting volunteers:		
Clean driving licence and confident driver:	⚙	
Personal:		
Awareness and understanding of the challenges within the social enterprise sector:		⚙
Enthusiasm and dedication to sustainable food issues:		⚙
Flexibility to work in various work conditions:	⚙	
Drive and enthusiasm to meet set objectives. A high degree of personal motivation and initiative, the ability to work under pressure:	⚙	
Physically fit as lifting is required:	⚙	
Willingness to work on Bank Holidays and Saturdays when required:	⚙	
Willing to be flexible and cover other roles due to holidays or illness:	⚙	

Please return your application form to: mail@kindling.org.uk

Closing date for applications: **Midnight on Sunday 19th March**

Interviews will take place on **Wednesday 29th March**