



## **Now Recruiting - Veg Box & Wholesale Manager**

**Start Date:** ASAP

**Duration:** Ongoing pending six month probationary period.

**Responsible for:** Overall management and development our our veg box and wholesale services.

**Hours:** 35h per week over 5 days

**Rate of Pay:** £13.50/h (£24,570) staff discount and company pension.

**Location:** Our office at 349 Victoria Road, Glasgow but likely relocate in the local area.

### **About Us:**

We're a social enterprise food business which exists to help build more sustainable local food systems which are better for society, the environment and our local communities.

We started trading in 2012 with £5k startup and have grown over time into an enterprise which now employs over 50 staff and has a turnover in excess of £2.6million. Our activities currently include:

- Running a large grocery store at 349 Victoria Road on the south-side of Glasgow which focuses on local, organic, zero waste foods and hosts our organic cafe.
- Locavore Trading - Our wholesale arm which imports organic groceries direct from producers and sells direct to progressive independent retailers around the UK.
- Growing organic fruit and vegetables across three sites in and around Glasgow with plans to increase this further through our proposals for Bellahouston Nursery: <https://glasgowlocavore.org/bellahouston-project/>
- Our veg box service which provides over 1000 households per week with mixed boxes of organic produce.
- Our wholesale produce service to local cafes, shops and restaurants.

We also help new growers get started through our Grow the Growers programme and help those facing food poverty through our Good Food Fund.

### **Find out more:**

[www.glasgowlocavore.org](http://www.glasgowlocavore.org), [www.facebook.com/GlasgowLocavore](https://www.facebook.com/GlasgowLocavore)

## **About our the Veg Box Service:**

Our veg box service was launched in 2012 when we began packing boxes in the basement of our tiny shopfront and delivering them by tricycle to local people. Over time our subscribers increased and we now deliver to around 1000 customers per week across an area from Ayr to Edinburgh.

In early 2019 we had to stop accepting new customers as we did not have the space to pack any more orders. We are about ready to move the veg box team to a new location which will let us open up to new customers and significantly increase our capacity to fulfil orders in the medium term.

This is a new post and you would be joining as the first ever manager of the team and the first such post within Locavore which has always had a very flat structure. Until recently the team was made up of three Veg Box Coordinators who worked together to make the service work with minimal support from the managing director and support team. We now feel that to continue to grow we need to bring in a team manager to work on developing and growing the services further and providing the support required to the rest of the team.

You will be leading a team of one Wholesale Coordinator, 2 x Veg Box Coordinators, a packing coordinator and a team of packers and drivers. The total head count of the team is around 20, though many of these posts part-time. We expect this to continue to increase.

Veg boxes are made up of both produce grown by us and bought in from other growers and wholesalers. Customer orders are managed through a database built by our team which is central to producing reports and order totals to inform ordering and create delivery routes. Deliveries are largely carried out with drivers own vehicles though we do have one van of our own and plan to introduce electric vehicles in the near future.

We have very ambitious growth plans for the veg box service with expectations that we will continue to achieve near exponential growth over the next few years. We fully expect to double to 2000 customers within 12 months.

Currently our wholesale produce service is a very small part of the enterprise and just serves a handful of customers on a weekly basis. It is a priority area for us to develop and this role with oversee that in collaboration with our Wholesale Coordinator (also a new post).

We now seek someone with lots of relevant experience to come in and join our team to help develop further and deliver significant growth in both our veg box and wholesale services.

## **Role Description:**

The post holder will be responsible for the overall management and development of our veg box and wholesale produce services. This will include both day-to-day operational tasks to ensure the smooth running of the service as well as focusing on business development, promotion and looking after the rest of the team.

## **Person Specification:**

A pre-requisite for the role is a fit with our ethos. You will need to have a love and knowledge for local organic vegetables, a strong belief in the need to build more sustainable food networks, and a desire to be at the forefront of pushing this forward in Scotland.

Besides this we are looking for the following:

- Business minded with experience of growing an enterprise or service.
- Customer focused with experience of developing and maintaining customer relationships.
- Strong skills in using a range of software applications.
- Experience of managing a team with an inclusive management style.
- Ability to spot bottlenecks and create and develop systems to improve efficiency.
- Resilient and able to adapt to manage change and growth.
- Creative ability to develop and promote our services.

## **Tasks:**

The role will include line management of the team including the Wholesale Coordinator, Vegbox Coordinators and a team of packers and drivers.

You will also work closely with the managing director and members of the support team on planning development activities to grow the enterprise, improve processes and customer experience.

## **Supporting the team & compliance:**

- Line management to the team including HR and inductions; specifically around new drivers.
- Managing health & safety and food safety.
- Ensuring the work environment is maintained.
- Providing support to the team to improve the service and do their jobs better.

## **Development, Promotion, Engagement & Marketing:**

- Writing and posting the weekly newsletter.
- Promotion of the veg box scheme on social media including our munch of the month competition.
- Innovating new ways to promote the veg box scheme and wholesale produce to increase engagement with customers and attract new customers.

## **Buying Tasks:**

- Placing orders with suppliers as required.

**Deliveries & Logistics:**

- Creating delivery routes and ensuring that all routes are kept as efficient as possible.
- Preparation of paperwork for drivers and customers as required.

**Record Keeping & Reporting:**

- Producing a monthly report for the Managing Director and Board.
- Ensuring we keep and develop records required for our organic certification.

**Other Stuff:**

The above outlines the major areas of responsibility for the role but there will be lots of other smaller tasks beyond those listed here. In part these will be subject to change a bit depending on the skill set of the candidate appointed and those in the rest of the team.

As a brand new role we expect it will take a while for you to get up to speed with what we currently do and how this is done. As such we imagine the first month will involve you spending a lot of time shadowing other members of the team so that you have a really good understanding of how everything currently works.

**How to apply:**

The closing date is 8am on Monday the 1<sup>st</sup> of July.

Please submit a max 2 page CV along with a one page cover letter outlining why you want to work with us and what you think you could bring to the team in terms of experience, skills and ideas.

Applications should be by email to [recruitment@glasgowlocavore.org](mailto:recruitment@glasgowlocavore.org) and the subject heading should be 'Application - Veg Box & Wholesale Manger'.

Thanks for your interest!