



Now Recruiting: Veg Box Manager

Start Date: Summer 2022

Duration: Permanent pending probationary period

Report to: The Managing Director

Responsible for: Overall management of our veg box service.

Hours: Negotiable - 30-37.5h week over 4 or 5 days

Pay and Benefits: Up to £28,080 pro-rata, 30% Locavore discount, up to 6% employer pension contribution, Cycle to Work scheme and more

Location: Locavore Warehouse, Unit 38, Southpoint, 15 Lawmoor Road, Dixon Blazes Industrial Estate, Glasgow, G4 0UG



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in the Social Enterprise
Awards Scotland!

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About Us:

We are a social enterprise which exists to build more sustainable food systems which are better for people and planet. Our mission is to use food to build a better future and to create viable alternatives to traditional supermarkets which dominate our food systems and contribute to many big social and environmental problems; from excessive food miles and unacceptable waste; to modern day slavery and destruction of habitats. All while providing often bland food through a model that doesn't really contribute anything to their local economies or wider society.

We're the opposite of this and want to use food as a vehicle for social good, environmental regeneration and community wealth building. Our model puts local, organic and zero waste food at the core of what we do while placing huge importance on fairness in the supply chain and our wider social and environmental impact.

We established in 2011 with a tiny shop on the south-side of Glasgow and since then have expanded and diversified into a business employing over 125 people with bold plans to build the future of food. Our activities include:

- Running our 5 shops: Govanhill, Partick, Garnethill, Kirkintilloch and Edinburgh.
- Delivering local organic veg boxes to around 1250 customers from Ayr to Edinburgh with our fleet of electric vans.
- Supplying other progressive retailers, caterers and processors through our organic wholesale business Locavore Trading.
- Growing local organic vegetables and flowers at a number of market garden sites which we sell through our shops, veg box scheme and wholesale service.
- Producing prepared foods in our kitchen to supply our shops with foods such as dips, bakes and food to be served within our shop cafes.
- Running projects and initiatives that forward our mission of building a sustainable food system. This includes our Bellahouston pilots project.

We're a high growth business with a turnover of £4.2m in 2020-21, up from £850k in 2017-18. As part of our [Bigger Plan](#) we expect to continue to grow our turnover in excess of £10m within the next few years while expanding our team to around 180. Fast growth and an urgency to create impact means Locavore is not a static environment, which definitely doesn't suit everyone, but it does mean there will be many opportunities for the right people to progress within the business.

If you like what we're about and have relevant experience to bring to the team then we would love to have an application from you.

Find out more:

www.locavore.scot and *locavore* on Facebook, Twitter and Instagram.



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About this role:

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 1250 customers per week across an area from Ayr to Edinburgh.

The veg box team have seen a number of changes in recent years with moves to new locations, a new IT system and introduction of a fleet of electric vehicles.

We now have 3 sub teams; admin/customer service, packing, and driving. Deliveries take place from Tuesday to Saturday and our warehouse is open Monday-Saturday.

The veg box department works closely with the Locavore growing team who grow organic produce at three different market garden sites. We also work closely with a number of Scottish organic farms as well as UK wide wholesalers. It's our aspiration to continuously work to localise production for our boxes, by filling gaps in the market and extending the season of crops to make our boxes as fun, interesting and delicious as possible.

As well as delivering weekly boxes of organic mixed veg we sell groceries to our customers through an online shop which is open to subscribers only.

The most recent changes to the service has been a move to a new much larger warehouse which gives us the capability to serve many more customers than we currently do. We had hoped to grow customers from the current level of 1250 to 5000 over the next few years but this is proving rather difficult. The background of the cost of living crisis is making signing up and retaining customers more difficult than it was in the past. Improving customer experience and retention will be a main focus for the incoming Veg Box Manager.

Also due to be completed shortly is install of our on site electric charge points which will allow us to keep our vans charged more easily and increase route efficiency. Currently 8 of our 9 vans are electric.



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Role Description:

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

Person Specification:

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:

- Customer focused with experience of developing and maintaining customer relationships.
- Experience of managing with an inclusive management style.
- Strong skills in using a range of software applications.
- Ability to spot bottlenecks and create and develop systems to improve operational efficiency and achieve continuous improvement.
- Resilient and able to adapt to manage change and growth.
- Creative ability to develop and promote our services... and vegetables to the people of Scotland.

Tasks:

The role will include line management of the team including the Warehouse Supervisors, drivers and customer service team. You will also work closely with the growing manager, managing director and members of the wholesale and support team.

Supporting the team & compliance:

- Line management to the team including HR, recruitment and inductions; empowering team members to carry out their roles
- 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.
- Overseeing rotas and scheduling

Development, Promotion, Engagement & Marketing:

- Supervising the writing and posting of the weekly newsletter.



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- 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 to increase engagement with customers and attract new customers.

Buying Tasks:

- Supporting the team with placing orders with suppliers as required.
- Working with growers to plan crops and veg box contents ahead of growing season
- Monitoring the standards of produce and liaising with suppliers

Deliveries & Logistics:

- Supervising the creation of delivery routes and ensuring that all routes are kept as efficient as possible.

Record Keeping & Reporting:

- Ensuring we keep and develop records required for our organic certification.
- Preparing information for payroll, annual leave and absence

Other Stuff:

The above outlines the major areas of responsibility for the role. It's a really all round role while also being quite specialised... so we don't expect there will necessarily be someone who ticks every box. We'll look at the potential managers strengths and weaknesses and may be able to make changes to the team to meet the overall needs of the department.

How to apply:

Applications can be made through the form on our website by 8am Monday the 20th of June.

See: <https://locavore.scot/recruitment/>

Thanks for your interest!



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