



Now Recruiting: Veg Box Packing & Delivery Manager

Start Date: Summer 2022

Duration: Permanent pending probationary period

Report to: The Managing Director

Responsible for: Overall responsibility for fulfilment of our veg boxes including management on our pack and delivery operations.

Hours: 37.5h week over 5 days

Pay and Benefits: £21,645 - £28,080 pro-rata depending on experience, 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



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.



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 main sub-teams; customer service, packing, and driving.

For the first time we are recruiting two managers for different parts of the team. This role will look after the operations of fulfilment including all things warehouse, packing and delivering. A Customer Service Manager will look after our customers and our small admin team and be responsible for keeping customers happy and engaged including improving retention and promoting the service to increase customer numbers.

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 the quality of the service in order to improve retention will be a main focus over the coming year.

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.



Role Description:

The post holder will be responsible for making sure all things operational run smoothly and efficiently from the warehouse to our customers door. You'll manage the veg box packing team, supported by packing coordinators, and also manage a team of drivers and our fleet of electric vehicles.

The two pronged role will see you provide practical support and assistance to our packing team while also managing our drivers and ensuring efficient and reliable deliveries are achieved with use of route planning software and our fleet of vans.

The role will include line management of the team including the Warehouse Coordinator, Packing Team Leaders and our drivers. You'll work closely with our Veg Box Customer Service Manager who will plan out our veg box contents and will maintain all customer service responsibilities. Close working will be required around quality control, and rota planning as well as finding the cause of customer complaints and resolving them.

You will also work closely with the wholesale team, support team and Directors.

Person Specification:

The ideal candidate will have experience of working in a warehousing, production or logistics environment and will:

- Be focused on maintaining and improving standards and processes to increase quality and efficiency.
- Have experience of managing with an inclusive management style.
- Have experience of using software applications
- Spot bottlenecks and create and develop systems to improve operational efficiency and achieve continuous improvement.
- Be resilient and able to adapt to manage change and growth.
- Be a problem solver who is able to think on their feet and make decisions.
- Have experience of health and safety and managing risk.
- Have Food Hygiene experience.
- A driving licence and fork-lift licence would be advantageous.



Tasks:

Supporting the team & compliance:

- Line management to the team including recruitment and inductions, rota and preparing information for payroll.
- Training and empowering team members to carry out their roles
- Managing health & safety and food safety.
- Holding regular staff briefings to keep teams up to date with procedures
- Maintaining a safe working environment

Buying Tasks:

- Ensuring supplies required are maintained such as packaging.
- Monitoring the standards of produce and liaising with suppliers and customer service team to make claims and resolve issues.

Deliveries & Logistics:

- Using our route planning software to update, refine and increase efficiency of our veg box deliveries as well as ensuring the smooth running of transport for our wholesale and kitchen orders.
- Using vegbox system, supervising preparation of paperwork for deliveries
- Ensuring efficiency and quality control of packing and delivery routes
- Managing stock and ensuring correct storage of fresh produce
- Fleet management of delivery vehicles including arranging repairs and regular maintenance checks.

Record Keeping & Reporting:

- Ensuring we keep and develop records required for our organic certification and food safety.
- Record keeping for forklift and van fleet

How to apply:

Applications can be made through the form on our website by 8am Monday the 15th of August.

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

Thanks for your interest!

