



Job Title: VegBox Logistics Coordinator
Start Date: March 2018 (or as soon as possible thereafter)
Hours: Full-time, 5 days per week (37.5 hours)
Salary: £24,000
Location: [Sutton Community Farm, South London, SM6 0SH](#)

An exciting vacancy has arisen for a VegBox Logistics Coordinator at Sutton Community Farm. Sutton Community Farm (SCF) is a community-owned seven acre farm on the edges of south London. Our aim is to increase access to fresh, healthy and sustainably grown food and be a shared space for the community to cultivate skills. Since starting in 2010 we have engaged with a wide variety of organisations and have established a strong reputation in the community food sector. We are known for being innovative, collaborative, transparent and ambitious. At the core of our enterprise is horticultural production for our VegBox delivery service with c.280 weekly customers. The farm has a turnover of approximately £400,000 employs seven staff and works with a large community of volunteers, Members, visitors and friends. Please visit our website for more information: www.suttoncommunityfarm.org.uk.

The role of VegBox Logistics Coordinator is responsible for ensuring the successful weekly distribution of VegBoxes to customers. The VegBox Logistics Coordinator plays a key part in the administration and coordination of customer orders, the packing of fresh produce and the delivery of VegBoxes to homes and pick-up points in south London. This role involves working closely together with the Sales and Communications Coordinator to coordinate all aspects of the VegBox scheme at SCF.

We are looking for someone who is passionate about logistics, highly organised and will bring a can-do, proactive attitude to the team. For further details please see the below Job Description.

The team is highly-motivated and passionate about creating positive relationships between people and food. We farm with organic principles and strive to be a deeply sustainable business. We are driven by values of respect, transparency, quality and integrity. Our VegBox scheme is growing fast and together we run a dynamic enterprise keen to offer our customers a healthy, local, fresh and high quality product.

We aim to make our Farm accessible to as wide a range of the public as practically possible and are committed to ensuring that everyone is treated fairly. You can find out more by reading our [Equal Opportunities Policy](#). As an organisation, we also believe in fair pay. All our staff are paid above the London Living Wage and we maintain a low pay ratio.

Benefits

- Staff discount on produce and products.
- Pension contribution.
- Cycle to work scheme.
- Flexible working - time off in lieu, working from home.

How to apply

Please send your CV and maximum two page covering letter stating why you would like the position and how you meet the knowledge, skills and experience required to Charlotte Steel: charlotte@suttoncommunityfarm.org.uk.

Timeline

- 4th Feb, midnight - deadline for applications
- 12 and 13th Feb - telephone interviews
- w/c 19th Feb - face-to-face interview for shortlisted applicants

Job Description and Person Specification

Job Title	VegBox Logistics Coordinator
Reporting To	Farm Business Manager
Job Purpose	The role of VegBox Logistics Coordinator is responsible for ensuring the successful weekly distribution of VegBoxes to customers. The VegBox Logistics Coordinator plays a key part in the administration and coordination of customer orders, the packing of fresh produce and the delivery of VegBoxes to homes and pick-up points in south London. This role involves working closely together with the Sales and Communications Coordinator to coordinate all aspects of the VegBox scheme.
Key Accountabilities	<p>Customer Ordering and Administration</p> <ul style="list-style-type: none"> ● Processing and administration of customer orders - including billing, refunds and amendments (spreadsheet based activity). ● Printing of packing guidance sheets, customer labels and other resources to enable VegBox packing process. ● Working with the website back end and front end to ensure functioning of customer interface. Maintaining a close relationship with the Farm Business Manager and web developer to resolve issues and foster a culture of continuous improvement. <p>VegBox Delivery Logistics</p> <ul style="list-style-type: none"> ● Using software to plan weekly routes for drivers. ● Liaising with contracted drivers regularly to maintain good communications and resolve matters arising. ● Work with Farm Business Manager to coordinate the team of contracted drivers and two farm vehicles - assist with recruitment as necessary. ● Liaise with pick-up points, build relationships and work with Sales and Communications Coordinator to launch new pick-up points as strategic opportunities arise. ● Liaise with customers by telephone and email on matters relating to delivery. <p>VegBox Packing</p> <ul style="list-style-type: none"> ● Coordinate a team of volunteers weighing and packing fresh produce to ensure high quality VegBoxes for our customers each week. ● Work closely with other members of the SCF staff team to resource the packing process adequately and efficiently. <p>Systems and Processes</p> <ul style="list-style-type: none"> ● Adequately resource the needs of the VegBox scheme by carrying out regular stock takes and ordering for packaging and office supplies. ● Work with the rest of the team to critically analyse systems and processes looking for efficiencies and improvements, in particular to position the VegBox scheme for future growth. ● Capture and analyse data on customer acquisition and retention, cost of delivery and other key metrics to input into sales and efficiency efforts. <p>Working as a Team</p> <ul style="list-style-type: none"> ● Participate in regular team meetings. ● Work with colleagues to ensure SCF remains a thriving community farm.