



**Job Title:** Food Distribution Coordinator  
**Start Date:** 1 June 2015  
**Hours:** 3.5 days per week (26.25 hours)  
**Salary:** £21,400 pro rata  
**Contact length:** 12 months with a view to extension  
**Probationary period:** 3 months  
**Location:** [Sutton Community Farm, South London, SM6 0SH](#)

## JOB PROFILE

### Purpose of the position

A central part of our mission is to increase access to local food. We're looking for an enthusiastic individual who is passionate about promoting local food. This role combines the administration and coordination of our VegBox scheme with going out into the community to promote and inspire people about local food and healthy eating.

You will be representing one of London's most exciting community farms and a VegBox scheme that has exceptional freshness and quality at events, markets, doorsteps and pick-up points across south London. We expect the applicant to be a warm, approachable, self-starter with excellent communication, sales and marketing skills.

This role has a mixture of routine-based administrative tasks as well as more creative components. The key aim is to increase the VegBox customer base.

The individual will gain experience in the environmental sector and be part of an exciting social enterprise that's creating a local sustainable food system.

### Duties and responsibilities

Due to the nature of the workload, the duties and responsibilities of this role are shared with another Food Distribution Coordinator. You will be working in close partnership to coordinate an efficient, high quality VegBox scheme while working creatively to promote the scheme directly, or indirectly through related projects and events.

The role consists of the following duties and responsibilities:

<b>Project administration</b>	<p>These duties are shared in turns and must be completed on Mondays:</p> <ul style="list-style-type: none"><li>● Prepare customer orders: website and spreadsheet-based task</li><li>● Work with the Growing Team to design weekly VegBox contents</li><li>● Payment checks</li><li>● Update sales monitoring data</li></ul>
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<b>Supporting customers and communication</b>	<p>Except for the newsletter, these duties are shared and occur during the week as required:</p> <ul style="list-style-type: none"> <li>● Monday/Tuesday: compile and write the weekly newsletter, incl. weekly recipe selection, share on social media</li> <li>● Dealing with enquires and managing orders via e-mail and telephone</li> <li>● Providing a high level of customer service</li> </ul>
<b>Coordinate the distribution of VegBags</b>	<ul style="list-style-type: none"> <li>● Logistics / route planning for deliveries (Wednesday)</li> <li>● Oversee packing morning (Thursday)</li> <li>● Manage volunteers involved in packing process</li> <li>● Order packaging</li> </ul> <p>Packing begins on Wednesday however the bulk is completed on Thursday morning. These duties can be shared in turns.</p>
<b>Coordinating Pick-up Points</b>	<p>These duties are not time-bound and the Food Distribution Coordinators will manage accordingly:</p> <ul style="list-style-type: none"> <li>● Build relationships with existing pick-up points</li> <li>● Launch new pick-up points in strategic locations</li> </ul>
<b>Sales and Marketing</b>	<p>These duties are not time-bound and the Food Distribution Coordinators will manage them as necessary. With Sales and Marketing, the outcome is to expand the customer base, income and improve customer retention. The following duties will support this:</p> <ul style="list-style-type: none"> <li>● Continual improvement of marketing strategy</li> <li>● Design promotions / special offers</li> <li>● Attend market stalls at fairs and events</li> <li>● Door-to-door canvassing</li> <li>● Help recruit and retain customers e.g. through mailings and events</li> <li>● Use social media channels to promote our VegBoxes</li> <li>● Use online marketing e.g. Google AdWords</li> <li>● Link with organisations, such as our pickup points to promote the VegBox scheme</li> <li>● Secure additional support as needed, for example, volunteers</li> <li>● Any other relevant activities</li> </ul>
<b>Support strategic direction</b>	<p>The General Manager holds overall responsibility for the strategic direction of the VegBox scheme and will collaborate closely with the Food Distribution Coordinators to shape this direction.</p>

## Qualifications and skills level

- 2+ years sales and marketing experience
- Highly organised, and competent with complex workloads
- Highly competent with computers: spreadsheets, PDFs, word, social media
- Excellent communication skills: written and verbal
- Good customer skills
- Experience and comfortable working with volunteers
- Understanding of, and commitment to sustainable agriculture and farm ethos
- Clean driving license preferable

## Sutton Community Farm - About us

Sutton Community Farm is a community-owned social enterprise with a mission to increase access to fresh, healthy, sustainable food and provide a space for the community to cultivate skills.

We are a highly motivated team, passionate to help create 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.

We aim to make our Farm accessible to as wide a range of the public as 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. This means that the highest paid member of staff is paid no more than 1.6 times the lowest paid member of staff.

Please visit our website for more information: [www.suttoncommunityfarm.org.uk](http://www.suttoncommunityfarm.org.uk)

## Position in organisation

Sutton Community Farm is a small enterprise with six employees. The Food Distribution Coordinators work in partnership and report to the General Manager.

## How to apply

To apply please send your CV and covering letter to Sam Smith:  
[vegbox@suttoncommunityfarm.org.uk](mailto:vegbox@suttoncommunityfarm.org.uk).

<b>Deadline for applications:</b>	23 April 2015
<b>Date of interview:</b>	27/28 April 2015
<b>Start date:</b>	1 June 2015