

Crop Drop Operations Manager Application Pack

About the role

We're looking for a super organised, problem-solving people-person that loves good food and wants to work in the local, sustainable food world. This is a multifaceted role with a mix of admin, people management, planning, practical hands-on tasks and customer care. You'll be working closely with the Veg Scheme Coordinator to manage the daily running of the veg scheme and working with the Managing Director to strategically plan for expansion.

About Crop Drop

[Crop Drop](#) is Haringey's local veg scheme delivering tasty bags of organic produce to approximately 350 customers every week. We deliver to 12 self-service Drop Points around Haringey. Most of these are mini-sheds in a variety of locations including beer gardens, church yards, community centres and a few local independent shops. Our Drop Point hosts provide these spaces for us on their premises. Crop Drop has been running for eight years and we are part of a growing network of Better Food Traders that are farmer-focussed retailers. We provide a secure and fair market for small-scale organic farmers, urban growers and producers who are the foundation of a sustainable food system. We also employ a part time grower, based at Wolves Lane Centre in Wood Green, who produces glasshouse crops for the veg bags. Through this we aim to empower people to eat a healthy, sustainable diet.

We're a very small team, working a diverse range of tasks each week to ensure our customers get the best product and service we can offer. As a social enterprise we have a team of volunteers that help us pack the fruit and veg bags each week, and we use our profits to support the development of community-based food growing and healthy eating initiatives in the local area.

Our values – we have a guiding set of [principles](#) which we apply to every aspect of our work, from where we source our produce to what materials we use, to how we communicate to our customers. We're a pragmatic bunch of people, focussed on getting the job done to the best of our ability and with full integrity. We're united by our love of nature and good food and driven by the vision of better, fairer and more sustainable food system. We create a supportive working environment where we recognise everyone's unique contribution – without each other we could not achieve what we do.

JOB DESCRIPTION

Position:	Operations Manager
Responsible to:	Managing Director
Responsible for:	Delivery workers, Veg Scheme Coordinator & Box Scheme Grower
Overall Purpose:	Responsible for all aspects of the packing and delivery of the Organic Fruit and Veg Scheme, creating the conditions in which the veg pack and deliveries can happen effectively, safely and on time. To maintain and expand the Drop Points ensuring they are fully functioning, easy to access and convenient for our customers and Drop Point hosts alike.

MAIN JOB OBJECTIVES:

- 1) To manage Delivery Workers, Veg Scheme Coordinator & Box scheme growers**
- 2) Plan, order and manage fruit and veg bag contents each week**
- 3) To be responsible for the logistics and equipment involved in packing and distribution of the veg scheme on Tuesdays, Wednesdays and Thursdays**

- 4) **To maintain and expand Drop Points, maintaining relationships with hosts and identifying new areas to open drop points**
- 5) **To be responsible for Health and Safety associated with packing and deliveries**
- 6) **To assist in dealing with new and existing members of the veg scheme, helping to ensure accurate records are maintained**
- 7) **To contribute to the overall strategic development of the veg scheme product, service and logistics in particular and to the organisation as whole**
- 8) **To be an effective member of the Crop Drop team**

1) To manage a team of workers

- Line manage to Veg Scheme Coordinator, Delivery workers and Box Scheme Grower
- Complete scheduled supervisions for all Veg Scheme staff
- Arrange and chair regular meetings with Veg Scheme team
- Develop new work/shifts and training as appropriate as the scheme grows
- Work with the Managing Director to recruit new veg scheme team members and manage all related HR

2) Plan, order and manage fruit and veg bag contents each week

- Liaise with suppliers for information about current and upcoming produce and pricing
- Design bag contents, in line with our sustainable sourcing policy
- Update bag contents on customer management software and website.
- Quality check produce and amounts, dealing with last minute delivery problems

3) To be responsible for the logistics and equipment involved in packing and distribution of the veg scheme each week

- Source packing materials and equipment according to budget
- Be responsible for maintaining equipment and facilities and carry out necessary emergency repairs or call outs
- Ensure the delivery workers have the necessary information and equipment for the job
- Organise emergency vehicles/delivery cover when necessary

4) To nurture our relationship with our Drop Points and to ensure that they are maintained and meet customers', Crop Drop's and Drop Point Hosts' expectations.

- Complete regular recce of Drop Points, communicate with Hosts and gather feedback.
- Troubleshoot any problems with Drop Points that occur
- Ensure Drop Point cupboards, padlocks and lighting are kept in good working order and commission any new cupboards that need to be built.
- Check in weekly with Drop Point Veg Monitors and act on feedback.
- Identify new Drop Points and work with hosts to prepare for launch.

5) To be responsible for Health and Safety associated with packing and deliveries

- Be responsible for the health and safety of staff and volunteers involved in veg pack operations
- Ensure that the storage and packing spaces are kept clean and orderly
- Conduct annual and ad hoc Risk Assessments and, where appropriate, work with Managing Director to develop health and safety systems for packing and delivery

6) Assist Veg Scheme Coordinator in dealing with new and existing members of the veg scheme, helping to ensure accurate membership records are maintained

- Respond to emails and calls from customers – passing on all relevant information to the Veg Scheme Coordinator
- Answer the phone and general email, passing on enquiries to other members of staff as necessary
- Support Veg Scheme Coordinator with customer queries or complaints where necessary
- Ensure customer data is handled in a way that complies with our data protection procedures

7) To contribute to the overall strategic development of the packing and deliveries in particular and to the organisation as whole

- Provide feedback to the Managing Director regarding any issues/problems
- Work with Operations Manager to develop and improve logistics
- Collaborate with Marketing Team to promote the veg scheme and improve our presence at drop points

8) To be an effective member of the Crop Drop team

- Any other duties as requested by Crop Drop
- Organise and attend regular veg scheme meetings
- Attend AGM and General Staff meetings
- Provide holiday cover for other members for the team, where required.

PERSON SPECIFICATION

Essential

- Creative and strategic project manager: you'll be able to run and develop the packing, delivery and logistics of an established weekly veg box scheme and have the energy and ability to improve and develop central systems
- You are structured and methodical in the way you plan and undertake your work with attention to detail and diligence
- Confident team leader with excellent communication skills: you'll have proven experience of supervising and motivating staff and enjoy the challenges this brings
- Excellent problem solver: reactive - you'll be working to tight timescales in an environment, which can be challenging; pro-active - you'll have the ability to develop logistics and systems to improve efficiency and quality of service.
- Logical, numerate, accurate: you are confident with arithmetic and able to work with numbers and weights.
- You are energetic with stamina; willing and able to do physical, outdoor tasks in all weathers
- Practical: you have experience of basic DIY and the ability to mend and maintain equipment
- You are responsible and reliable – this is a key role in small organisation, which relies totally on the dedication of our staff to keep all our projects running 52 weeks of the year.
- Commitment to the aims of Crop Drop – you'll have an understanding of the sustainable food agenda. You'll also have a keen interest in food (particularly vegetables!) and farming
- Experience of using e-commerce systems and Excel
- Experience of dealing with the public and/or sales/customer relations experience

Desirable

- Basic Food & Hygiene Certificate (training will be provided)
- Experience of working with food
- Driving License

CONDITIONS OF POST

- Permanent contract
- 3 days per week/22.5 hrs. Confirmed hours – Tuesday: 9am-4pm (7 hours), Wednesday: 8am-4pm (8 hours), The remaining 7.5 hours can be split with some flexibility across Monday, Thursday and Friday, in so far as the needs of the job are met.
- £30,000 p.a. £18,000 (pro rata)
- Discounted fruit/veg bags
- 33 days annual leave (pro-rata, including bank holidays)
- 5% Stake holder pension scheme
- Working from office based In Tottenham. Plus some working from home

HOW TO APPLY

Closing date is 9am on Monday 6th December 2021. Please send your CV and covering letter to jobs@cropdrop.co.uk along with your completed diversity monitoring form.

Your covering letter should address the person specification and outline why you're the right candidate for this position.

If you have any questions about the role please call us on 07432588734

We look forward to hearing from you!