

Co-op Member - Operations & Sales Team



Job Description

The information given on this job description is intended to provide an understanding and appreciation of the workload of this particular job and its purpose within the organisation. The job description outlines main duties and responsibilities under broad headings only, as it is not possible to specify every item in detail.

Job purpose

To be an active and participative member of the Operations & Sales Team, who are collectively responsible for the day to day administration of the business through the communication, sales/ordering and delivery systems, and for providing excellent customer care and sales support.

Operations & Sales Team core duties and responsibilities:

- Maintain day to day administration of the bakery and act as a point of contact for the business.
- Work with Baking Team to develop product offerings for wholesale, retail and markets.
- Plan, oversee and develop retail and market sales to optimise profitability.
- Plan TOC/other products sales and liaise with suppliers for ordering and product info.
- Coordinate special offers and seasonal specials, ensuring promotion of these and other products.
- Manage all orders and production levels, including for retail and markets, on bakery ordering software.
- Work with the Baking Team to manage sales/production levels in line with agreed staffing capacity and income targets.
- Arrange all required paperwork, information and preparation for Deliveries, including additional support for cover drivers when required.
- Liaise with customers, administer orders and provide optimum customer care.
- Use initiative to sort out any production or order errors to best fulfil customers' orders alongside market/shop stock levels.
- Oversee and implement our customer care process and records, including dealing with errors, complaints, compliments, or other issues, and identify any further action required.
- Manage new wholesale customer process and provide a key point of contact for new accounts, including samples requests, and work with the Deliveries team to ensure smooth set up.

- Maintain oversight of wholesale accounts and sales performance, identify issues or sales opportunities.
- Identify key/large customers and be the key point of contact for them to enable direct customer care, ensuring any issues are proactively identified and dealt with.
- Organise and attend phone/in person meetings to gather feedback and build customers relationships and business/sales.
- Identify potential new customers and approach for business, in line with co-op values and principles and delivery locations, as necessary.
- Manage wholesale customer leaving process.
- Work with Finance Team to resolve any customer payment or credit control issues.
- Maintain awareness of competition and seek/share further info with other staff/teams as and when required.
- Work with Baking and Finance Teams to oversee and implement product prices changes.
- Liaise with wholesalers about product, service and business changes and updates, and work with Marketing, Education & Community Team to ensure customers receive this information via our communication channels.
- Manage and administer bread subscription orders and distribution, including liaising and coordinating with collection points and subscribers.
- Work with Baking Team to meet customer needs and prepare baking production numbers each day.
- Manage office stock and supplies, liaise with suppliers, place orders as and when required and manage deliveries of items.
- Oversee cash income from wholesale and shop customers.
- Maintain a safe, clean and tidy office environment.
- Staff the bakery shop and manage all sales and customer care, including shop set-up and take down in line with agreed format and standards (Mon-Fri).
- Coordinate and maintain a well presented, clean and safe shop within the bakery with appropriate display and storage of products and relevant information.
 - Keep equipment clean and well-maintained. Update product information and descriptions, including ingredients and allergens.
 - Oversight of storage of products and managing and recording any wastage

The Operations & Sales Team shifts are scheduled within the hours of 8.00am - 6.00pm Monday to Friday, and 8.30am - 12.30pm on Saturdays (weekend shifts are rotated within the team).

You will join as a probationary member of Leeds Bread Co-op, working towards membership of the Co-op and participating in the work carried out by other teams within LBC.

We encourage multi-skilled working at Leeds Bread Co-op, and all our employees are part of their primary team and at least one secondary team. Other teams at LBC are: Deliveries; Markets & Bakery Shop; HR; Finance; Site, Maintenance & Cleaning; Marketing, Education & Community; Baking. As part of this role, we have 4 hours (at least) available within the following secondary teams:

- Marketing, Education & Community
- Markets & Bakery Shop
- Deliveries

Please make clear on your application if you would be interested in more than 28 hours a week and the team(s) in which you would be applying to work (including a preference of the number of hours in these teams). Please email the HR Team at personnel@leedsbread.coop if you would like a copy of the duties and responsibilities for other teams you are interested in working.

A Leeds Bread Co-op member:

- Communicates openly, honestly and with respect for colleagues, volunteers and customers.
- Understands each others jobs and roles, and has a holistic view of the business.
- Works with individual initiative and collective responsibility, is self-managing and accountable.
- Thinks of the future and is flexible in the short and long term.
- Works co-operatively, takes an active part in the management of the business and promotes co-op principles.

The duties within a Probationers/Members existing job description will apply and along with participation in the general management and administration of the co-op. Attendance at Members' Meetings is expected and will count as paid work time. The following responsibilities also apply:

- To make active contributions to collective management functions and processes including Member Meetings and Team Meetings.
- To become part of a multi-task management team, working in a supportive and communicative manner.
- To undertake the core tasks upon which the operation of LBC depends: production, customer service, administration, cleaning, deliveries and markets.
- To deal with colleagues, volunteers and customers courteously and helpfully.
- To seek and undertake training and personal development in order to be a more effective member and collective manager.
- To seek and accept responsibility within the co-op.
- To promote worker self-management (and co-operative principles).
- To heed, read and listen to communications from other members.

- To work collectively for the good of the organisation and its employees.
- To heed, read, and abide by the rules and policies of Leeds Bread Co-op.
- Any other duties that are reasonable.