

Operations & Sales Team

Person Specification



Skills

Good communication and listening skills	E
Excellent customer service skills	E
Ability to work independently and as part of a small team	E
Ability to follow systems and procedures for efficient working	E
Ability to manage time and workload effectively, prioritise tasks, and multi-task in a busy work environment	E
Good numeracy skills	E
Good literacy skills	E
Ability to work under pressure and to meet deadlines	E
Good IT skills including use of social media	E
Ability to keep clear records and pass on relevant information	E
Ability to use complex spreadsheets	E
Ability to work in a non-hierarchical team	E

Knowledge

Understanding of and support for the co-operative values E

Clean and tidy with knowledge of food safety and hygiene E

Good knowledge and understanding of bread, including sourdough D

Good understanding of Linux and open source software D

Experience

Administrative experience in a busy workplace E

Experience of working in a small business environment D

Experience of setting up and developing systems and procedures D

Personal qualities

Ability to work flexibly and sometimes at short notice E

Observant and diligent; have good attention to detail and able to meet agreed standards E

Open and conscientious attitude to work E

Willingness and ability to take part in making decisions with co-workers E

Friendly, calm and helpful attitude towards others E

Self-motivation and able to use initiative E

Comfortable working in a busy, sometimes noisy, work environment E

Ability to respond to and help resolve issues as they arise E

Passionate about good food and keen to learn more about bread production D

Qualifications

Full, clean driving licence held for at least 2 years D