



Job Title: Retail Packing Manager

Closing Date: Midnight on Sunday 10th November

Hours: Tues, Wed, Thursday 8am - 4.30pm. Plus roughly 1 hour for preparation which is somewhat flexible, but most easily done on Monday afternoon. Total hours 23.5 per week. This role has been a job share in the past and we are open to that option.

Contract: Permanent contact

Probationary period: 3 months

Salary: £32,700 FTE

Location: Sutton Community Farm, SM6 0SH

Sutton Community Farm

Sutton Community Farm is a community-owned fruit and veg farm in south London, growing more than 15 tonnes of fresh food a year and delivering to 450+ households on a weekly basis. Our business model supports the livelihoods of many other organic farmers through trade, and our online farm shop delivers fresh organic food across south London.

We offer training opportunities to budding farmers and food growers, and have links to the local community through our Veg for Charity initiative. Our mission is focused on having a positive social and environmental impact, providing opportunities for local people and supplying organic food to many homes across the city.

Each week we welcome more than 70 local volunteers to get involved in all areas of farm activities. All aspects of the farm – our ownership, labour force, and beneficiaries – are embedded in the community.

See our website for more information: suttoncommunityfarm.org.uk





The Role

We are recruiting a Retail Packing Manager to oversee our weekly packing operation, by working closely with a team of 6-12 volunteers at a time. This is a very rewarding role, with the satisfaction of completing a batch of orders each week and the opportunity to build relationships with our lovely volunteers. Regular feedback from customers and volunteers (including those who have been with us for many years) shows the tangible impact of your work. We are looking for someone who is adaptable, organised, and brings a proactive attitude to the role. The ideal candidate will be strategic, quick-thinking, and skilled at problem-solving.

Key responsibilities:

- Ensuring customer orders are packed accurately and to a high standard, meeting collection times for delivery drivers and customers
- Managing approximately 45 volunteers throughout the week, over 5 sessions, who weigh fresh fruit and veg and pack orders for delivery or collection
- Training new and existing volunteers on relevant tasks
- Creating a welcoming, friendly and inclusive environment for all volunteers
- Problem-solving - adapting to varying weekly challenges such as late deliveries, low volunteer numbers, or quality issues
- Implementing continuous improvements to packing processes to enhance efficiency, quality, and volunteer engagement and to adapt to business needs
- Supporting the Produce Buyer with supplier deliveries
- Maintaining accurate paperwork, including documentation for organic certification

Our Ideal Candidate

- Exceptional people skills - ability to work with diverse volunteers of varying skills and needs, whilst maintaining clear communication with staff, particularly the Produce Buyer and Logistics Coordinators who communicate with drivers and customers
- Strong physical and mental resilience - the role requires being on your feet for three consecutive days, engaging with numerous people, and handling frequent questions. Some heavy lifting is also essential to the role
- Proven experience managing medium to large operational teams, preferably including work with volunteers
- Outstanding problem-solving abilities - maintaining a calm, friendly and logical approach under pressure
- Quick learner with flexibility to adapt to various responsibilities
- Strong numerical literacy with confidence in arithmetic, particularly working with numbers and weights
- Understanding of operational systems and processes
- Knowledge of seasonal fruit and veg and quality standards



- Passionate about sustainable, ethical food and aligned with Sutton Community Farm's mission

Benefits

- 45% staff discount on the farm's online shop
- 3% Employer contribution to Pension Scheme
- Personal training budget, for relevant training or conferences
- 25 days paid holiday + bank holidays pro rata
- Salary increases as you become more experienced and established at the farm (up to 10% after four years)
- Six therapy sessions paid for by the farm

Our Team

Diversity matters to all of us at Sutton Community Farm. We have a working environment where we value and respect each person's unique contribution. Diversity helps us identify where change is needed and what is required to promote equity, as well as reflect the concerns of our community.

We are committed to equality of opportunity and welcome applications from individuals regardless of age, gender, ethnicity, disability, sexual orientation, gender identity, socio-economic background, religion and/or belief. We are committed to our [Equal Opportunities Policy](#) and we have taken steps to ensure our application process and workplace promote equality and inclusion, for example:

- Using an application form rather than a cover letter, so we can review your application anonymously and only use relevant information to shortlist candidates
- Actively supporting flexible working, part time roles and job shares
- Staff-led training and initiatives on subjects of anti-racism, equality and inclusion
- Access to interest free loans to assist with travel expenses or similar
- Developing a safer spaces agreement for our farm community

Application Process

If you have any questions about the role or the application process, please contact the Farm Business Manager, Alice Brown: alice@suttoncommunityfarm.org.uk

1. To apply, please complete the [application form](#) by midnight on Sunday 10th October 2024.
 - a. You can preview the questions below.
 - b. Please also fill in our [Equity and Representation Monitoring form](#) (this is not compulsory, and information will only be used in aggregate to monitor who we are reaching).
2. We will aim to respond by Thursday 14th November



3. Shortlisted candidates will be invited to attend both a 3 hour volunteering session (on either Tuesday 26th, Wednesday 27th or Thursday 28th November) and an interview (on Thursday 28th or Friday 29th November)
4. Candidates that are invited to attend interviews will be asked to provide references.

The Application Form

The [application form](#) is a Google form, to make it easy for us to review applications anonymously. You will not be able to save progress halfway through. We suggest you write your answers in a separate document and copy and paste them in when you are ready to submit. Please use the job description above to help you with your answers, and take note of the maximum character count!

The questions are as follows:

1. Please choose up to three positions you have held which are most relevant to this role, and provide details of them: role title and organisation, start date, end date and details of your responsibilities and achievements. This can include unpaid roles where relevant. (max 1500 characters per role)
2. This role involves managing and coordinating 6-12 volunteers at a time. Please tell us something you have learnt from your previous experience about managing people in a dynamic operational environment? (max 1500 characters)
3. Whilst packing some VegBoxes you find a serious quality issue with the carrots which are in every order. It is not long until the first deliveries need to leave with a driver so you feel under pressure. What steps would you take? (max 1500 characters)
4. You notice that a volunteer has used the wrong packaging for portions of green beans. They are a long-term volunteer and this isn't the first time you have noticed them making similar mistakes. How would you approach this situation? (max 1500 characters)