

Position Description

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| Organisation: | Green Connect |
| Vision: | A connected community that values people and planet. |
| Mission: | Reduce waste, grow fair food and provide fair employment for young people and former refugees. |
| Values: | Earth care. People care. Fair share. |
| Strategic objectives: | <ol style="list-style-type: none"> 1. Reduce waste to landfill 2. Grow and distribute fair food 3. Create good jobs and employment pathways 4. Engage and connect our community 5. Be a sustainable business |
| Parent company: | Green Connect is a social enterprise owned and managed by Community Resources Ltd, a national not-for-profit organisation. |

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| Position title: | Fair Food Coordinator |
| Purpose: | <p>The Fair Food Coordinator manages the administration and customer service for the Green Connect farm. This includes weekly veg box sales, quarterly free range meat sales, event ticketing, donations, invoices, timesheets and work health and safety.</p> <p>As part of a social enterprise, this role will have a wide and varying scope depending on what is happening within the organisation, and like everyone in the Green Connect team, needs to respond with flexibility, initiative and goodwill.</p> |
| Reports to: | Farm Manager |
| Award level: | General Retail Award Level 8 |
| Hours: | 20 per week |
| Contract duration: | Permanent |

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| Responsibilities: | <ul style="list-style-type: none"> • Represent Green Connect • Manage the veg box administration, including: <ul style="list-style-type: none"> ○ Processing any new subscribers, changes to subscriptions, and cancellations, ensuring systems are updated ○ Communicating with veg box customers, both proactively (e.g. welcome letters and informational videos) and reactively (responding to queries) ○ Editing, printing and organising materials including veg box inserts, labels, harvest lists and delivery instructions |
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| | <ul style="list-style-type: none"> ○ Coordinating delivery drivers (including managing their delivery lists and routes, organising replacement staff if someone is unavailable, recruiting if necessary, managing issues) ○ Updating the website and social media frequently ○ Sales and marketing activities to increase the number of veg box subscribers and engage current subscribers further ● Constant improvement of systems and processes ● Coordinate other farm sales and marketing, including: <ul style="list-style-type: none"> ○ Processing orders, arranging deliveries or customer pick-ups ○ Communicating with customers and the wider public, answering queries as needed, thanking donors, etc ○ Ensuring data are accurate and up to date ○ Promoting free range meat via a range of appropriate channels ● Manage the broader administration of the farm to ensure it runs smoothly, including processing invoices and timesheets ● Be the contact point for enquiries about and visitors to the farm ● Keep accurate, up-to-date and easily accessible records for the farm including Work Health and Safety documentation ● Engage with a wide range of stakeholders to progress the mission and strategic objectives of Green Connect ● Work collaboratively with other Green Connect and Community Resources staff | | | | | | | | | | |
| <p>Skills:</p> | <ul style="list-style-type: none"> ● Strong attention to detail and ability to process and organise large amounts of information in a time-sensitive and sometimes pressured environment ● Very good skills in Microsoft Office including <u>excellent</u> Excel skills (e.g. creating and using pivot tables) ● Excellent customer service (warm, friendly, professional) ● Very good problem-solving abilities and high levels of initiative ● Great relationship-building skills and the ability to coordinate other people including volunteers and staff with high support needs ● Ability and commitment to act in accordance with the values, policies and procedures of Green Connect and Community Resources ● Ability to value, respect and work with people from diverse backgrounds ● Commitment to the vision and mission of Green Connect and Community Resources ● Desirable: Drivers licence and own vehicle ● Desirable: Understanding of marketing channels and skills in website editing and social media posting | | | | | | | | | | |
| <p>PPE Requirements:</p> | <table border="0"> <tr> <td><input type="checkbox"/> Steel toe work boots</td> <td><input type="checkbox"/> Safety glasses</td> </tr> <tr> <td><input type="checkbox"/> High visibility vest</td> <td><input type="checkbox"/> Long pants</td> </tr> <tr> <td><input type="checkbox"/> High visibility long sleeve shirt</td> <td><input type="checkbox"/> Rain jacket</td> </tr> <tr> <td><input type="checkbox"/> Cut resistant gloves</td> <td><input type="checkbox"/> Hat</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Rain pants</td> </tr> </table> | <input type="checkbox"/> Steel toe work boots | <input type="checkbox"/> Safety glasses | <input type="checkbox"/> High visibility vest | <input type="checkbox"/> Long pants | <input type="checkbox"/> High visibility long sleeve shirt | <input type="checkbox"/> Rain jacket | <input type="checkbox"/> Cut resistant gloves | <input type="checkbox"/> Hat | | <input type="checkbox"/> Rain pants |
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| Employee's name: | |
| Employee's signature: | |
| Date: | |
| Manager's name: | |
| Manager's signature: | |