



## **COMMERCIAL MANAGER**

### **Main Purpose of the Job**

The main purpose of the post of Commercial Manager is to lead and manage all aspects of the box scheme, wholesale business and market sales and work within budget to ensure commercial viability and deliver excellent customer service.

### **Position in the Community Farm**

**Reports to:** The Board

**Supported by:** Project Manager

**Main relationships:** liaise with key Community Farm staff: Project, Finance and Farm Managers Customer Service officer, Communications Co-ordinator, Senior Administrator and all warehouse staff, volunteers and trainees.

Liaise externally with wholesale customers, box scheme customers, suppliers and co-operative of growers and potential new customers and suppliers.

### **Duties and responsibilities**

#### **Main duties are to:**

- Build sales and develop profitability of the business operation
- Oversee and manage sales of box scheme, wholesale and markets
- Manage and develop network of suppliers of produce
- Organise delivery logistics and ensure good management systems are in place for stock control
- Identify opportunities and threats to the Farm's commercial operation
- Manage staff team including box packers, delivery drivers, customer service and volunteers

#### **Commercial**

- Set annual budget, targets and manage work plan for department
- Manage budget for commercial operations within parameters set
- Ensure commercially viable decision making and monitor business efficiency at all times

#### **Box, Wholesale and Market**

- Manage and increase sales of vegetable boxes and wholesale in accordance with the Strategic Plan
- Ensure a regular supply of high quality produce
- Liaise with the Farm manager to determine growing plan for box, market and wholesale
- Liaise with co-operative of growers to ensure consistent suitable supply
- Set up and manage operational processes efficiently

#### **Customer Service**

- Ensure the highest level of customer service to all customers at all times
- Manage efficient ordering systems

## **People Management**

- Driver management including rotas and holiday / sickness cover
- Lead, manage develop and integrate the staff and volunteers in accordance with the Community Farm's policies including: recruitment; staff reviews; induction and training; team working; development

## **Legislative Responsibilities in the Warehouse area**

- Ensure health and safety regulations are met
- Ensure that Environmental Health, Food Hygiene and Trading Standards regulations are complied with
- Meet all Soil Association inspection requirements and ensure all records and paperwork are kept up to date.

## **General**

- Be an enthusiastic and committed ambassador for the Community Farm and its key objectives as a social enterprise of environmental sustainability and community engagement
- Develop clear and open methods of communication with other staff of the community farm
- Work independently at all times showing initiative and actively foster a 'can do' culture which will guarantee the success of the project
- Undertake additional duties commensurate with the post as may reasonably be requested from time to time with occasional evening and weekend working.
- Take responsibility for managing own personal resilience and help others to do the same

## **TERMS AND CONDITIONS**

This is a full time permanent position 40 hours a week based at the warehouse of The Community Farm in Chew Magna.

Salary £26,000. 28 days annual leave a year.