

Dig-In Mission

We are community-owned and supported and aim to provide quality fruit, vegetables and other produce, locally sourced and organic where possible. We also plan to strengthen community spirit, to connect local suppliers and consumers, and simply to celebrate our love of food!

Shop Supervisor Role (part-time)

Dig-In Bruntsfield Community Greengrocer

Hours: average 16 hours per week
Pay: £8.75/hour
Shifts: shifts between 9.00-7.30 weekdays, 9-5.30 Saturdays
Address: 119 Bruntsfield Place, Edinburgh EH10 4EQ

You will join a small and enthusiastic team running our community owned shop on a day-to-day basis, and supervising our team of volunteers. You will have excellent customer service skills, be keen to meet the needs of our customers and sourcing and presenting our stock. You will be enthusiastic about our business, bringing new ideas and taking responsibility for certain aspects of the business.

Who are we?

Dig-In is a community greengrocer and grocer shop in Bruntsfield, trading since 2014. We aim to reconnect our customers with healthy fruit and veg and are committed to supporting local producers and suppliers. We manage our carbon footprint in many ways, including minimising our use of plastic. 90% of our fruit and veg are sold plastic-free, we source locally where we can and we share surplus food. We stock a large range of organic foods.

We are a social enterprise, and are set up as community benefit society with over 300 shareholders. Our strategy, finances, and community initiatives are overseen by a Management Committee. We currently have 3 staff on our team, and over 20 volunteers.

We are committed to growing our business while meeting the needs of our shareholders and customers. Any profits we make we will share with our community. You can find out more about Dig-In by visiting our website at www.diginbruntsfield.co.uk.

Main Duties and Responsibilities

- Manage volunteers and shop operations during your shift
- Complete stock management tasks, including placing orders, stocking and updating our EPOS.
- Share in responsibility for shop administration, taking responsibility for some area of the business, e.g. stock ordering, volunteer management, bookkeeping, marketing
- Provide excellent customer service and ensure good presentation of shop displays
- Communicate with suppliers by email and phone, and with other staff and volunteers using shop systems
- Provide cover during annual or unplanned leave
- Contribute to ensuring the shop meets regulatory requirements
- Contribute to social media, community activities and marketing
- Work some short notice shifts, when we have insufficient cover
- Carry out any reasonable duties that may be required by the Shop Manager and Management Committee

Person Specification

| | Essential Criteria | Desirable Criteria |
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| Qualifications | <ul style="list-style-type: none"> • Educated to NC level or demonstrable equivalent experience | |
| Previous Experience | <ul style="list-style-type: none"> • Experience of working in a retail, social enterprise community or small business environment • Customer service experience | <ul style="list-style-type: none"> • Supervisory or management experience • Experience of working in a food retail environment • Experience of working with volunteers or volunteering • Experience of handling cash and cards |
| Knowledge, Skills and Abilities | <ul style="list-style-type: none"> • Be able to work as part of a small shop management team and take on a management role in part of the business • Ability to supervise volunteers so that shop tasks are completed • Ability to remain calm and work under pressure while communicating successfully with customers and colleagues • Numerical and financial skills to be able to deal with pricing, spreadsheets and invoices • Technology skills including Word, Excel, E-mail and ability to learn EPOS system • Knowledge of customer service and ability to offer a positive customer experience • Have an understanding of social enterprises and enthusiasm for working in a community, value-led environment | <ul style="list-style-type: none"> • Interest or knowledge of nutrition and healthy eating • Knowledge of ordering and buying stock, stock control and rotation • Knowledge of fruit and vegetable produce • Understanding of marketing and promotion • Knowledge of using tills and card machines, EPOS systems • Knowledge of health and safety |
| Personal Characteristics | <ul style="list-style-type: none"> • Able to prioritise and manage time and a complex range of tasks in a busy and demanding environment • Able to work independently and take responsibility and problem solve • Be flexible about hours and be able to work evenings and Saturdays and around holiday periods • Creative, be able to generate ideas and take on developing an aspect of the business • Ability to work as part of a team | <ul style="list-style-type: none"> • Be able to lift weight up to about 20 kg |