

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: Part-time 8-16 hours a week
Pay: £10.00 hour (we pay Real Living Wage)
Shifts: Shifts between 8.00-7.00 weekdays, 9.00-6.00 Saturdays
Contract: 6 months renewable
Address: 119 Bruntsfield Place, Edinburgh EH10 4EQ

You will join a small and enthusiastic team running our community owned and climate friendly shop. You will be confident in being in charge of the shop on your shift and supervising volunteers. You will be keen to meet the needs of our customers, be well organised and able to multitask. You will be enthusiastic about developing our business and supporting our community. You must be available to work on Saturdays.

This role has been created to help manage the shop with the COVID pandemic and keep staff and customers safe. Your role will be scheduled 8 -16 hours a week, but you may also be asked to do relief shifts. Relief shifts may be at short notice, and may be up to an additional 12 hours a week when other staff are on leave. The role will be on a 6 month contract, renewable.

Who are we?

Dig-In is a community greengrocer and wholefoods 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 and being environmentally friendly .

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 4 part time paid staff on our team, and around 20 volunteers.

We are facing challenges in these COVID times, and thanks to a great team and customers have remained open throughout the pandemic. We have adapted our processes to create a safe environment.

We are committed to growing our business while meeting the needs of our shareholders and customers. Profits we make are invested in our community or used to develop our business. You can find out more about Dig-In by visiting our website at www.diginbruntsfield.co.uk.

Staff benefits:

- 20 working days + 8 public holidays paid holiday (pro-rata) per annum
- 2 weeks full sick pay per annum (pro-rata)
- An additional 2 weeks full sick pay for COVID-19 related absence (e.g. self isolation) pro-rata
- 20% discount in the shop

Main Duties and Responsibilities

- Supervise volunteers and shop operations during your shift
- Ensure hygiene, social distancing standards and best practice guidelines are met
- Complete stock management tasks, including ordering, stocking and updating our EPOS system.
- 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 for other staff, including short notice shifts when needed
- 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 equivalent experience | |
| Previous Experience | <ul style="list-style-type: none"> • Experience of working in a retail, social enterprise or small business environment • Customer service • Supervisory or management experience | <ul style="list-style-type: none"> • Business development experience • Experience of working in a food retail environment • Experience of working with volunteers or volunteering |
| 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 some management responsibilities • Ability to supervise volunteers and ensure 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/database system, connect electronic devices • Ability to offer a positive customer experience • Have an understanding of social enterprises and enthusiasm for working in a community, values-led environment | <ul style="list-style-type: none"> • Understanding of marketing and promotion • Knowledge of using tills and card machines, EPOS systems • Interest or knowledge of growing, environmental justice, healthy eating and Dig-In's role in building a fairer food system for all. • Knowledge of ordering and buying stock, stock control and rotation • Knowledge of retail health and safety |

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| 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 and as part of our broader community | Be able to lift weight up to about 20kg |
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