

Highland Wholefoods is Recruiting for a

General Worker & Driver

Hours: 24 hours per week (3 days, Monday, Tuesday, Wednesday)

Salary: Living Wage (currently £10.90ph), rising to £12.75ph for full members plus member dividends.

Introducing Highland Wholefoods Workers Co-operative

Highland Wholefoods supplies wholefoods to businesses and individuals across the North of Scotland from our warehouse and showroom in Inverness. Stocking over 4000 lines we specialise in high quality wholefoods, organic products, local producers, vegetarian and vegan products. We do not sell any products tested on animals and we only sell goods that are suitable for vegetarians.

As a worker co-operative, we also aim to create a non-exploitative workplace which takes into consideration the interests of the workers, the community and the environment as a whole. We believe in paying a living wage and we have a flat management structure, which allows all members equal access to the decision-making process.

We currently have a vacancy for a part – time (24 hours per week) General Worker. After completion of a satisfactory 9 month probationary period, you will progress to becoming a member of the cooperative.

Working in a Co-operative

Highland Wholefoods expects that members, full and probationary, be responsible for their actions, acting with foresight at all times with regard to how these actions may affect co-workers, the customer, and Highland Wholefoods as a whole.

On joining the co-operative, a member accepts a degree of control over their working life, not present in a conventional company. The responsibility of decision-making in the affairs of the co-operative carries the same weight as assessing one's own individual working practices. If you choose to become a member you will participate in monthly meetings where decisions about the running of the business are taken.

Members are expected to work hard and pitch in at busy times. Members are expected to be flexible and reliable and to assist other departments when needed.

Members should be open to reviewing and improving working practices, adapting to new ideas, developing new opportunities and following through proposals to a satisfactory conclusion.

Highland Wholefoods is a vegetarian workplace, including meals eaten in our staff room.

The Role – General Worker

The post holder will train and be required to participate in all aspect of delivery driving, order picking, and goods in. These roles are busy and varied, requiring a positive flexible attitude and the ability to work accurately and efficiently under pressure.

Main duties/responsibilities

Delivery Driving

- One day a week (Tuesday) multi-drop delivery driving.
- Planning and navigating a route to all stops, accounting for customer opening hours.
- Drivers must be over 25, and have a clean driving licence.
- Managing customer requests, and any goods to be returned.
- Customer liaison, and maintaining good relationships as the face of our business.
- Duties involve regular repetitive medium and heavy lifting (up to 25kg)

Order Picking

- Picking customer orders efficiently, ensuring size, quantity and brand of product are accurate, and organic traceability is recorded.
- Packing orders to be despatched to customers, including boxing goods for delivery, accurately labelling and palletising.
- Ensuring orders are completed ready for the dispatch deadline.
- Duties involve regular repetitive medium and heavy lifting (up to 25kg), working on ladders, and working in an unheated warehouse.

Goods In & Warehouse

- Loading and unloading deliveries using a forklift and pallet trucks
- Receiving goods inwards, check and inspect goods received ensuring they are of accurate quantity, type and acceptable quality.
- Accurately logging of goods inwards, including error checking.
- Updating our computer-based stock management system.
- Dealing with any discrepancies and damaged goods
- Shelving and rotating stock, carrying out stock takes, date checking and quality control.
- Ensuring compliance with Health & Safety Regulations
- Keeping the warehouse clean and well maintained
- To contribute actively as a member of the warehouse team, working towards developing and improving our services and operations.
- Duties involve regular repetitive medium and heavy lifting (up to 25kg), working on ladders, and working in an unheated warehouse.
- Answering simple queries about our products from customers in the warehouse.

Other Duties

- To undertake any other reasonable duties consistent with the role as requested.
- Flexibility to cover other positions as required, including providing cover for production and the showroom, assisting our office teams.
- Ensuring compliance with Health & Safety Regulations.
- To contribute actively as a member of the Highland Wholefoods team, working towards developing and improving our services and operations.

Person Specification

Essential

- Flexible and adaptable
- Trustworthy, punctual and reliable.
- Physically fit because heavy lifting is involved and the warehouse can get cold in the winter.
- Accurate, with good attention to detail.
- Able to work on own initiative and 'self-manage' at times, but also work well as part of a busy team.
- Friendly and approachable.
- Basic computer skills.
- Able to work under pressure and meet deadlines.
- Driving licence.
- Over the age of 25 (for insurance of van)

Desirable

- Forklift experience
- Knowledge of wholefoods
- An awareness of co-operative values and working practices is desirable
- Previous warehouse experience
- Food hygiene knowledge
- Customer service experience

Terms & Benefits

- **Location:** Inverness.
- **Hours:** 3 days, Monday, Tuesday, Wednesday (24 hours)
- **Salary:** £10.90 p/hour (paid monthly) rising to **£12.75** for full members
- **Annual Leave:** 28 days per annum pro-rata, rising to **33** days pro-rata for full members
- **Benefits:** Staff discount on purchases. Excellent terms, including parental, sick and holidays. Cycle to Work Scheme. Profit sharing via Member Dividends.

How to Apply

Closing Date: 5pm, Monday 16th October 2023

Interviews: Thursday 26th October 2023

Application by CV and covering letter

Email: craig@highlandwholefoods.co.uk

Mail: Recruitment, Highland Wholefoods, 13 Harbour Road, Inverness, IV1 1SY

Any questions please ask for Susan or Craig.