



POSITION DESCRIPTION

Position Title:	General Manager - Operations	Team:	Operations
Reports To:	CEO / Owner	Supervises:	Management team
Employment Status:	Fixed Term, Part time	Hours:	24
Classification: Award:	<insert classification>	Date Reviewed:	August 2017

Food Connect is an award winning social enterprise engaging urban eaters with local growers and artisans through an innovative business model of direct distribution of seasonal, ecologically-grown food. We are a profit-for-purpose business (and a Certified B Corp) returning a fair price to our farmers, educating eaters about local, resilient food systems, while delivering delicious, healthy, local food to our customers.

We acknowledge the Aboriginal and Torres Strait Islander people of Australia as the traditional owners of this land and support the right of Indigenous people to self determination and cultural expression. Food Connect is an equal opportunity employer and, therefore, promotes access to positions to men and women from a diverse range of social and cultural groups within the community.

Food Connect's vision is a world where every Australian has access to healthy, seasonal, ecologically-grown food, that is fair to local growers and eaters.

Objective/s of the Position

This is a challenging and exciting leadership role in an ethical food social enterprise that seeks to challenge the status quo and create healthy food systems.

Your mission if you choose to accept is to effectively and efficiently manage the day to day operations of the core business of Food Connect, in consultation with the CEO and Advisory Board.

Key Performance Areas:

- Uphold ethical and best practice business and cultural systems established by the Advisory Board, and in accordance with the Food Connect Manifesto and Constitution.
- Oversight of the implementation of the Sales and Marketing Strategy.
- Ensure Sales, Logistics and Procurement teams achieve their goals in a transparent and consistent performance management system.
- Financial Planning in collaboration with the Advisory Board: budget forecasting, cashflow forecasting, monitoring financial position, allocating resources and making mid-course corrections.
- Action, monitor and update the business plan in collaboration with the Advisory Board.
- Operational oversight of expansion plans and discreet projects in accordance with strategy set by



Advisory Board - IT improvements, customisation, home delivery & expansion of wholesale.

- Streamline policies and procedures in accordance with an ethic of continuous improvement.
- High level communications with stakeholders.
- Risk management / assessment in collaboration with the Advisory Board.

Quality & Ethics System

- Understand the relevance and importance of your activities and how they contribute to achieving the quality objectives.
- Proactively work and operate within the organisation's quality system.
- Understand and comply with the quality system, standards, and requirements of <insert relevant food industry / B Corp standards>.

Key Selection Criteria (essential):

- Qualifications in a relevant tertiary qualification, and/or equivalent work experiences.
- Previous experience in operational management of small to medium businesses.
- Excellent communication skills with ability to engage effectively with employees, suppliers, customers and with key external stakeholders.
- Love working with people, engaging them and supporting them in executing with quality in mind.
- Previous experience and understanding of sales management and financial management in a food related business.
- Experience and understanding of how to develop employees through performance processes.
- Demonstrated experience in social enterprise across a range of areas and settings.
- A commitment to food sovereignty and to work according to the policy, procedures and quality frameworks endorsed by the Food Connect Foundation.
- Demonstrated experience in different communication platforms; including social media and other verbal and written communication processes.
- High level interpersonal and intrapersonal skills.
- Advanced knowledge of computer literacy and IT systems, including, but not limited to, Google Docs, Microsoft Word and Microsoft Excel.

Desirable Criteria:

- An understanding of the key operations within a food distribution business.
- An understanding of the social, political, environmental and economic justice environment within which Food Connect operates.
- Demonstrated experience in continuous improvement processes, B Corp certification processes, and knowledge of quality standards.

General Conditions:

- All employees are required to abide by the philosophies and principles of Food Connect, as outlined in the Manifesto and Code of Conduct.



- Appointment to this position will be subject to comprehensive reference checks.
- Will involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.

Other Benefits

Food Connect provides staff affordable access to seasonal, ecological produce and products. The more you buy, the healthier you are, and the longer you get to stay working with us at Food Connect!

Work place and location

The warehouse and office is located at Unit 1 / 8 Textile Crescent, Salisbury. It is expected that staff will work from this location during regular office hours. Arrangements can be made to work off-site on non-delivery days. Particular positions may require earlier or later hours of work.

I have read this Position Description and I understand the requirements and responsibilities of this position as part of my employment with Food Connect, in addition to my responsibilities as Wholesale Coordinator.

Employees Name _____

Signed _____

Date _____