



CERES Grocery Assistant Manager

Position Description

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| Reporting to: | Grocery Area Manager | Work location: | CERES Brunswick, Grocery and Cafe |
| Department: | CERES Grocery & Cafe | Budget holder: | Grocery and Cafe Area Manager |
| Team: | Grocery, Cafe | Direct reports: | Yes |
| Classification: | EM3 Permanent Part Time | Working conditions: | Permanent Part Time, 30 hours per week |

Organisation Overview

About CERES Grocery Cafe

The CERES Grocery and Cafe is a vibrant space at the centre of CERES Farm community food system. The Grocery supports locally grown organic growers and producers while providing a hub for community to come together to form a positive food culture. The Grocery plays a key part in a local food network sourcing food grown either in CERES' own inner city market gardens or from Victorian farmers before buying from interstate. Trading 7 days a week, 9am to 5pm, the Grocery provides bulk whole foods, dairy products, household items and body products. Alongside the Grocery, the Café operates everyday 9 am – 3:30 pm.

CERES Grocery is not just a place for weekly shopping and trade, it is a place for people to come together and create a community surrounding the food that sustains us and is a key social enterprise contributing financially to other non-income generating areas of CERES.

About CERES

CERES is an environmental education centre, urban farm and social enterprise hub spread across four locations, linked by the Merri and Darebin Creeks on Wurundjeri Country, Melbourne. A world where people have fallen in love with the earth again, is our vision for change.

Role Purpose

This position is responsible for assisting with the operational, strategic planning, and trading of the CERES Grocery. The key areas of focus are to manage the enterprises to ensure the smooth running of the business on a daily basis, and to ensure the ongoing financial viability of the 2 enterprises.

We're part of a bigger story | Generosity | Everyone is welcome | We practice what we teach | Our hope is grounded in action | We work with love

Date: 07/08/2022

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- To contribute to the CERES vision, mission and strategic priorities
- To manage the day to day floor operations in the Grocery and Café
- To assist as needed with administrative tasks
- To provide leadership to the Grocery and Café staff
- To build a strong team culture and encourage innovation while seeking best practices in running the Grocery and Café
- To position the Grocery and Café to demonstrate the integration of sustainable principles, regenerative agriculture, food, and retail.
- To pursue and achieve financial and impact targets.

Key Areas of Accountability

1. Manage staff

- Staff roster management and duty allocation
- Support and coaching of direct reports
- Communication management between CERES Leadership and staff
- Staff Performance Management
- Recruitment, Onboarding (including induction and training) and Offboarding Process Management

2. Manage Operations of the Grocery and Café

- Ordering and procurement of grocery stock
- Pricing grocery stock
- Invoicing and cash management
- Relationship building and liaising with growers and wholesalers
- Management of the two enterprise budgets and financial accountability in consultation with CERES' Finance team
- Maintenance of financial records including internal transfers between different budget areas
- Liaise with CERES Finance committee

3. Maintain and Develop the Grocery and Café

- Marketing and promotion of the enterprise through both internal and external networks and media
- Co-ordinate marketing, promotion and cross-promotion of other CERES events/projects.
- Initiate and co-ordinate strategic development and implementation
- Manage public enquiries relating to the enterprise and maintain a positive public profile

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4. Participate in Whole-of-CERES Management

- Work within and promote the principles and aims of CERES
- Represent both CERES and the Organic Grocery and Cafe to the wider community

5. Collaborate with Farm, Training and Enterprise Teams

- Support and collaborate with the Grocery and team (Grocery Area Manager, Grocery Supervisors, Café Supervisors, Band Booking coordinator, Craft Market coordinator, and casual staff)
- Support and collaborate with CERES Farm Group Manager on strategic development, infrastructure development and intersecting projects as explained in section B (see above)

6. Workplace Health, Safety, Security and Risk Management

- Be a role model for safety and security including complying with all safety instructions and training given at the workplace
- Act in a safe manner at all times and participate with keeping all employees, contractors and volunteers safe whilst on and off the premises
- Report all incidents, potential hazards and injuries in a timely manner
- Be aware of the risks associated with your team's every day work and ensure appropriate mitigation measures are applied.

Person Specification

- Proven management experience, including financial management experience in the retail and/or hospitality industry
 - Strong business acumen
 - Exceptional customer service skills
 - Effective communication and people skills
 - Extensive produce handling experience
 - Experience in marketing principles and marketing of a small business
 - Excellent administration, organisational and time management
 - Adept collaboration skills including the ability to encourage a culture that recognises the value of collaboration; identifies opportunities to leverage the strength of others to solve issues and identify better approaches to work.
 - Visual merchandising experience desirable.
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Qualifications

- Bachelor's degree or certification in business administration or business management is advantageous.
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Additional

- An understanding of the sustainable agricultural and the organics industry
 - An interest and commitment to local, seasonal food
 - Commitment to creating a positive food community
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Other Important Information

- In line with the Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015, CERES is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.
 - It is the employee's responsibility to familiarise themselves with, understand and adhere to CERES' Policies and Procedures as varied from time to time.
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