

HŌHEPA HAWKES BAY JOB DESCRIPTION Delivery & Customer Coordinator

LOCATION:	Hōhepa Customer Experience team sites – shops in Clive and Taradale, and the Hastings Farmers' Market; with regular travel in the local area
REPORTING TO:	Logistics and Distribution Lead
FUNCTIONAL RELATIONSHIP TO:	Customer Experience Manager; wider CE sales and retail team; Cheesery/Farm staff; Enterprise/Day Service staff; House Managers and staff from the Houses; members of the Finance, HR, IT and Executive/Leadership Teams
EXTERNAL RELATIONSHIPS WITH:	Customers (internal, retail and wholesale); visitors to Hōhepa; suppliers; people making enquiries about any aspect of Hōhepa including production and services; families/whānau of people we support

SCOPE OF RESPONSIBILITIES:

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on Anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

For each person supported at Hōhepa the focus is on their abilities, aspirations and needs, to achieve our vision of Every Life Fully Lived. Work opportunities for people we support include the Farm / Cheesery, other enterprises and our Shops.

The Delivery & Customer Coordinator is primarily responsible for ensuring a high level of service delivery to our internal community and external customers in a timely manner. The position includes being available for a wide range of duties to support the Logistics and Distribution Lead to ensure smooth running of the day-to-day operations, including order fulfilment and distribution to our customers. As with all roles in the Customer Experience team, there is a requirement to engage with and work alongside people we support as a role model. Teamwork and good understanding of service delivery is essential in the role.

PRIMARY OBJECTIVES OF THE POSITION

- Ensure service delivery to our community and customers is a priority, and orders are fulfilled and delivered in a timely manner.
- Use Hōhepa vehicles to transport goods, equipment and people to and from sites in the local area, as required; operate vehicles in a safe manner; load vehicles safely, ensuring minimal damage to supplies during transport; oversee the team vehicles, ensuring they are compliant and kept clean & tidy – liaise with Property Services to resolve any issues.
- Provide an authentic retail and visitor experience for all customers, sharing the Hōhepa story through the various products we make and produce we grow.

- Engage with and work alongside people we support at Hōhepa and other staff in a highly respectful, patient and collaborative manner.
- Maintain a service that complies with regulations relating to hygiene, food safety and health and safety; keep accurate records including deliveries, Food Safety and H&S compliance.
- Support and work closely with the Logistics & Distribution Lead to manage daily milk/ dairy stock, ensure timely delivery and distribution of goods to customers and within the Hōhepa community, co-ordinating inwards and outwards goods, managing the sheds and outside area of the shops, and other operations where required.
- Support the Customer Service team in day-to-day operations in the Hōhepa shops, including serving customers, opening & closing duties, packing shelves and fulfilling orders where required.
- Manage workload to ensure timely and efficient pickup and delivery of goods between Shops, Hōhepa sites, customers and suppliers.
- Provide a level of service to co-workers and the public that is professional and consistent.
- Be a role model and champion of Hōhepa's special character.

Person specification

To be successful in this role you will:

- Have knowledge and skills in the technical requirements of tasks associated with driving and deliveries; this includes being an experienced driver, with a current full Licence; is able and willing to drive a variety of Hōhepa vehicles (manual and automatic; farm truck; van; car); and able to gain a Hōhepa permit to drive.
- Be physically fit and able to meet the demands of the role, which include lifting goods (including milk, produce, supplies in crates) and climbing in and out of a truck.
- Be highly trustworthy, honest and a person of integrity; able to work alone and unsupervised; with an acceptable police vetting report.
- Be able to demonstrate a track record of putting the customer first and developing strong customer relationships.
- Have strong communication skills; ability to work effectively and closely with the wider Hōhepa team.
- Have the ability and understanding to facilitate meaningful work opportunities for people supported by Hōhepa, with a focus on enablement and independence.
- Have a positive 'can do' attitude; and be a team player, willing to work flexibly and supportively.
- Have an interest in Organic/Biodynamic practices and principles, and the understanding and passion to be a champion of sustainability.

General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance. Hōhepa takes up a police vetting report on all employees at the start of employment and then every two years. If you are convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; if an undeclared conviction shows up on a future police report, this could be regarded as a breach of trust and may lead to disciplinary action including potential dismissal.

You confirm that you have the right to work in New Zealand, and agree to provide documentary proof (eg through a birth certificate or passport).

Hours of work:

This is a permanent position. Standard hours of work will be between 30 and 35 hours per week (to be agreed with the successful candidate). Exact days of work and working hours will be determined; there may be a need for some weekend working particularly on a Sunday. Flexibility is required to take account of operational needs.

Smoking, Drugs and Alcohol:

Hōhepa is a completely smoke-free environment, including buildings, grounds and vehicles; if you accept employment with us you guarantee that you **will not smoke** (even during break times) during work hours.

You must also agree to attend work **free of any adverse effects of alcohol or drugs** (including illegal drugs and similar substances); and to consent to pre-employment testing then random testing if you are employed.

Review of job description:

As with all Hōhepa job descriptions, the contents of this JD will be kept under review and will be subject to change, in the light of experience. Any substantial changes will be discussed with the employee before being implemented; however the employee is required to work flexibly and accept that any JD is an indicator only, with the expectation that reasonable requests will be agreed.