

# SINGLE STEP CO-OPERATIVE LTD

78a Penny Street

Lancaster

LA1 1XN

01524 63021

[www.singlestep.org.uk](http://www.singlestep.org.uk)

## Co-operative Member Job Application Pack

Thank you for your interest in the advertised post of co-operative member at Single Step Wholefood shop. Single Step is a well-established business, our doors have been open for 47 years. We would like to recruit a new member with ideas and enthusiasm to join us in working according to the values, ethics and principles of the co-operative movement, to grow the business and to progress our core social and environmental goals. We are looking for a friendly person with a real interest in organic, vegan, locally sourced, low waste, low environmental impact, affordable wholefoods and ethical products, who are self-motivated and able to work as part of a team.

As well as an application form you will find the following in this pack:

- Information about Single Step and how we work.
- A job description detailing the tasks involved in the post.
- A person specification describing the type of person we are looking for.

If you need any further details please get in touch by phone or by popping into the shop and asking a member of the co-op.

**The deadline for applications is 5pm on 15th May 2023**

**Interviews will take place on the 5th and 6th June 2023.**

We are looking for applicants to start in July 2023 or as soon as possible.

We encourage applications from people of diverse backgrounds because we believe that having a diverse workforce enriches the working experience for our colleagues and customers.

Please let us know if you need any reasonable adjustments for any part of the recruitment process. Please complete our application form by hand or electronically. We accept applications by e-mail or post.

## **About Single Step Workers' Co-operative**

Single Step wholefoods shop is a thriving workers' co-op, established in 1976. We aim to provide healthy ethically sourced food at the lowest possible price. We are committed to fairtrade and to reducing our environmental impact. All of our products are vegan. None of our products are tested on animals; we are opposed to genetic modification, and try to keep our shop GM free. We focus on organic wholefoods, and provide alternatives for specialist diets, such as gluten-free, dairy-free, sugar-free and salt-free. We prefer our goods to be additive free, and we keep low-salt and caffeine-free products in stock. Wherever possible, we buy goods from other co-operatives or from local suppliers. We are committed to reducing waste, reusing and recycling.

In our vegan shop we sell a wide range of loose and packaged foods, including fresh organic fruit and vegetables, wholefoods, chilled foods, chocolate, beers, wines and ciders, loose herbs and spices, natural remedies, essential oils, alternative magazines, crafts and cards, environmentally friendly household cleaning products, cruelty-free toiletries and fair-trade products. We offer refills of a range of toiletries, cleaning products, oils and sauces.

We currently provide a fruit and veg box scheme for customers, which we deliver to subscribers in the LA1 area by our own eCargo bike on Wednesday and Friday afternoons.

Single Step provides a noticeboard for people offering services, seeking accommodation or wishing to pass on unwanted items, and a space for information on local and global events and issues that may be of interest to our customers. We are keen to develop our role in the community and expand our support for, and engagement with, local groups and other organisations working toward shared social and environmental goals.

## **How We Work**

Single Step is a not-for-profit business, our environmental and social principles rather than capital are the soul of the business. We aim to create a workplace that is both a successful business and enjoyable to work in.

This is why we are a workers' co-operative – our shop is owned and run by the people who work here. We do not have a manager – each co-op member takes an equal role in the running of the business and all members receive equal pay. Our non-hierarchical management structure means that co-op members work at all levels of the business from work on the shop floor through to deciding the goals of the co-op and our strategy to progress them. Power and responsibility are equally distributed. We are a member of Co-operatives UK. In running our business and working with each other we aim to follow the values of the cooperative movement. These are: self-help, self-responsibility, democracy, equality, equity, solidarity, honesty, openness, social responsibility and caring for others.

We make our decisions collectively and are currently developing a formal consensus decision making process. This involves listening to each other's points of view and looking for

solutions that all co-op members can commit to. All co-op members have specific areas of responsibilities, which are rotated from time to time. Roles and responsibilities and how they are distributed is currently under review and will be decided collectively with new members. Our full membership is six, each working three days a week. New members are subject to a nine-month probationary period, after which they can be offered full membership, or the employment may be ended.

### **Co-operative Member Job Description**

Job title: Co-operative Member (on condition of a successful 9-month probationary period)

Purpose of job: To participate as a co-op member in the management and development of the business and to have shared responsibility for current business plans and day-to-day running of the business.

Hours: 25.5 hours per week, 8.5 hours on each of three days from 9.15am to 5.45pm. The three days vary from week to week and are based on a 2-month rota. Our shop is currently open six full days a week, so working one or two Saturdays per month is required of each co-operative member. In addition to the 25.5 hours per week members must attend paid out-of-hours fortnightly co-operative meetings and an annual stock-take.

Pay: £10.75 per hour plus staff benefits including a one hour paid lunch break and a staff discount on shopping.

Holidays: You are entitled to 6 weeks pro rata holiday plus standard bank holidays and other public holidays.

#### **Shop floor tasks:**

Please note that some of the daily tasks involve heavy and repetitive lifting and handling.

- Dealing with customers in a courteous and helpful manner - including serving and operating the till, taking special orders, giving advice on our products and providing physical assistance
- Processing goods efficiently when delivered – unloading, unpacking, checking and pricing stock
- Keeping shelves well stocked, refilling hoppers with loose goods and packing bulk products
- Ensuring that stock is well presented, keeping the premises clean, tidy and attractive looking
- Answering the shop phone, checking the shop e-mail and dealing with any queries effectively
- Preparing fruit & veg Boxes for delivery
- Ensuring compliance with health and safety guidelines including food safety, environmental health and fire safety
- Accurately cashing up and balancing the till at the end of the day
- Cleaning the shop during and at the end of the day

- Passing on any relevant information to other co-op members
- Dealing with suppliers and contractors in a courteous and professional manner.

**Tasks related to running the business:**

- To abide by and promote the co-operative principles and values as well as those of Single Step.
- Actively participating in collective planning and management of the business including meetings and decision making to formulate, implement and evaluate the co-op business plan.
- To attend and contribute to fortnightly member meetings.
- Delivering subscription fruit & veg boxes by eCargo bike
- To heed, read and abide by the policies of Single Step Co-operative.
- Understanding and interpreting accounts and dealing with the associated financial administration such as paying invoices, book-keeping, banking, VAT returns, annual accounts, cash flow forecasting.
- Completing tasks related to human resources management (timesheets, rota, sickness and holiday).
- Marketing, such as advertising, displays, promotional events, website and social media presence.
- Researching current and new products.
- Premises and resource repair, maintenance and development.
- To develop, promote and adhere to agreed systems and procedures for good governance.
- Undertake training and personal development in order to be a more effective member of the co-op.
- To communicate openly and honestly and be supportive and respectful to colleagues
- To share knowledge and information with the other members of Single Step Co-operative and any employees of Single Step Co-operative, as appropriate and according to the policies of the co-op.
- To train staff including casual workers and successors to enable them to carry out their duties.

## Person Specification

Please note:

- Formal education and qualifications are not necessary for this position - we are also interested in your life experience and abilities.
- Skills or abilities marked as essential – we expect the successful candidate to have these already.
- Skills or abilities marked as desirable – the successful candidate will be expected to gain these within the first six months of employment (training will be provided).

Skill or ability	Essential/ Desirable
Enthusiasm for providing affordable organic, veggie, vegan, ethical, local, GM free goods	E
A commitment to and an enthusiasm for active participation in discussions on principles, goals and a vision for the co-op.	E
Ability to work independently and as part of a small team	E
Willingness and ability to take part in collective decision making	E
Understanding of and support for the co-operative values and principles	E
Good communication skills – being articulate and able to listen to and appreciate other points of view. Open, honest, respectful communication.	E
Friendly and helpful attitude towards customers and towards co-operative members	E
Self-motivation and initiative – working out what short and long term tasks need doing in the shop and getting on with it	E
Ability to manage time effectively, to prioritise tasks and plan own work day; ability to multi-task	E
Observant and diligent; able to pay attention to detail	E
Good knowledge and understanding of wholefood products	E
Cycling Experience	D
Experience of working in retail including dealing with customers, stock control and ordering	D
Experience of working co-operatively as part of a team and of making decisions by consensus	D
Good understanding of environmental and ethical issues	E
Good numeracy skills	E

Good literacy skills	E
Book keeping and administrative skills, familiarity with QuickBooks or other accounting software	D
Basic computer skills	E
Knowledge of alternative health products and natural remedies	D
Knowledge of food hygiene standards	D
Ability to negotiate with suppliers, builders, banks etc.	E
Ability to undertake physically demanding work	E
Commitment to actively promote equal opportunities	E

---



## Application Form:

You can either fill in this application form by hand or type it. If you need more space, please use extra sheets. Please use the sections in this form to provide us with all the information.

Submit your application by email: [applications@singlestep.org.uk](mailto:applications@singlestep.org.uk)

In person / by post: **Single Step Co-Op, 78a Penny Street, Lancaster, LA1 1XN**

Closing date for applications: 5pm, Monday 15<sup>th</sup> May 2023

Interviews will be held on: Monday 5<sup>th</sup> June and Tuesday 6<sup>th</sup> June

Please let us know the quickest way for us to contact you: phone / e-mail / letter.

### 1. Personal Details

Full name:

Preferred pronouns:

Current address:

Telephone:

E-mail:

### 2. Driving Licence

Do you have a current driving licence? Yes / No

### 3. Availability

From what date would you be available start work?

Are you available to work at weekends?

Are there any days/times of the week you are regularly not available?

Please give details of any holidays booked in the next six months:

Please detail any days / times you are unable to attend for interview.



**4. Work experience**

Please tell us about your work experience to date including any unpaid, community and voluntary or part-time work. Include dates, position, name of employers and a brief description of duties. Please start with your most recent work. Continue overleaf if necessary.

**5. Education and qualifications**

Please tell us about your education and qualifications gained or pending.

**6. Hobbies and interests**

Please tell us about things you are interested in e.g. hobbies and what you do in your spare time – especially if any of them are relevant to working at Single Step.

**7. Further information in support of your application**

Please give your reasons for applying to Single Step and describe any skills and experiences which you feel would be particularly relevant to this job and to working as part of a co-operative business. Make sure you also use the job description and person specification to guide you. Use extra sheets if required.

## 8. References

Please give the names and addresses of two referees. One should be your last or present employer. References will only be taken up if you are short listed.

<i>Name (and position)</i>	<i>Address</i>	<i>Telephone/email address</i>
1.		
2.		

## Declaration

I declare the information I have given on this form is correct

The information on this form will be held and used by Single Step Co-operative in accordance with The General Data Protection Regulation 2022 and all relevant subsequent legislation. This information will be held and processed for the purpose of personnel / payroll administration.

Your name:

Date: