

Sales Manager – Maternity Cover Job Description

Job Title: Sales Manager – Maternity Cover, initially for 6 months.

Reporting To: Chief Executive, Positive Changes (Scotland) CIC

Location: Stirling – some home working possible.

Rate of pay: from £28,000 FTE.

Hours: Part time hours 14 hours per week. This post will require occasional evening and weekend work to attend events and speaking opportunities.

Closing date: **9am on Friday, 22st July 2022.**

Please note: We will be reviewing applications as they are received and may not wait until the closing date before interviewing and appointing the successful candidate.

The Organisation

Positive Changes (Scotland) CIC is an organisation which supports women with convictions towards achieving their potential using the vehicle of making and selling exquisite chocolates. One hundred percent of our profits are reinvested to support our work and nearly fifty per cent of our workforce is made up of women who have previously accessed our services. Women can engage with our services: on regular production days; as a participant in our Making Positive Changes programme, through our Health & Wellbeing workshops and/or as part of our mentoring programme.

Each woman is encouraged to develop their own pathway to help her achieve her goals and aims and can access each, any or all of our services on her pathway to achieving her potential. The women are involved in all aspects of the making and selling the chocolates and our customers include: individuals for gifts and treats; weddings; corporate organisations for serving and giving as gifts to their clients; hamper companies to include in their hampers; restaurants and event companies; and other Public Sector organisations for gifts and serving to their guests.

This post is a short-term contract to cover maternity cover, in the first instance. There may be the possibility it could lead to a more permanent position subject to a number of factors. Income from the sale of chocolates is vital for the sustainability of the organisation and the Sales Manager is vital in growing revenue.

The Role

This position is to cover maternity leave, initially for a 6-month period. The primary focus of this role is to develop and grow our customer base which will contribute towards a financially sustainable organisation through the sale of our delicious chocolates handmade by women who have touched the Scottish criminal justice system. As customers become increasingly socially aware and are keen to purchase ethical products that create social impact this is the perfect time to respond and generate more opportunities for women with convictions who want to make positive changes in their lives.

Our customer base includes: florists, gift shops, farm shops and other retail outlets; hamper companies; online platforms and portals; corporate organisations keen to create social impact in their supply chain and our online shop via our website.

The successful candidate will be hungry to succeed and have the right skills, experience, enthusiasm and contacts to really make a difference while empathising with and adhering to the vision and values of the organisation.

Reporting to the Founder, you will play your part in product development by communicating customer feedback to ensure the product range is fresh, exciting and meets the needs of our customers.

Specific objectives would be agreed between the Sales Manager and the Founder and updated and reviewed regularly.

This position is initially a part-time role for a 6-month period maternity cover. With 6-month period to make an impact it is important the successful candidate is able to engage and deliver effectively and efficiently. You will be creative and imaginative to develop the business with the skills to influence and negotiate, a commercial mind-set and be able to enthusiastically share our story and social values.

Duties and Responsibilities

- Help ensure customers are delighted with their purchases.
- Build and grow sales revenue to contribute to the financial security of the organisation.
- Deliver excellent service to new and existing customers.
- Nurture and develop existing and new customer relationships.
- Help deliver the business development strategy.
- Inform R&D and product development.
- Attend regular team and 1-2-1 meetings as required.
- Attend networking events and other business development opportunities.
- Accurately and diligently maintain the customer database, pipeline and other paperwork and reports.

Skills and Experience Required:

- Has a proven track record of growing revenue from generated income.
- Can demonstrate experience of building relationships with a range of organisations, from large corporate bodies to sole employer businesses.
- Has strong relationship building skills and proven account management experience.
- Has proven experience and demonstrable proof of growing and developing sales revenue.
- Is commercially minded with knowledge of the food sector.
- Demonstrates strong interpersonal skills and is a clear communicator.
- Can prioritise and manage their time effectively.
- Strong administration skills, maintaining high attention to detail.

Our Team

As a social enterprise we have the chocolate production team in addition to a team of staff and volunteers who help and support women who have touched the criminal justice system. Each team member has clearly defined roles, responsibilities and duties to undertake within and across the organisation. Their collective talent, skills and strengths means that we deliver high-quality products and services to our customers and clients.

We place great value and importance on positive relationships, on our ability to communicate effectively and on our abilities, systems, processes and partnership working to support us in our work. Our aim to set high standards of practice in everything we do.

We are a small, but growing, team who work well together with the primary aim to support the women. Your contribution will be as a valuable member and enhancement of that team. We

encourage positive learning using self-reflection to problem solve and learn from our mistakes. As a result, we have a harmonious working environment and it's a pleasure to come to each day.

The kind of person we are looking for:

- Is passionate about our ethos, goals and aims of the organisation
- Organised and efficient
- Is willing to work as a member of the team
- Is willing to pitch in, has a "can do" attitude and to go the extra mile
- Is willing to adapt to our positive learning work ethos
- Has a certain degree of flexibility around working days
- Is reliable with integrity and passion

Application process:

The closing date for applications is **9am on Friday, 22nd July 2022** although applications will be reviewed as they are received and appointment may be made in advance of the closing deadline. If you are interested in this role, please send a copy of your CV and a covering letter detailing suitability for the role to joyce@gracechocolates.co.uk. Please state any preferred hours/days of working and include in your letter what unique attributes you can bring to this role and why you think you are the right person for it.

We encourage applications from all sectors of the community regardless of age, race, religion, sexual orientation as we are an Equal Opportunities employer. We encourage applications for suitably qualified people with lived experience of the justice system. All applications will be acknowledged and feedback provided. Successful written applications will be invited to interview after which the successful candidate will be advised and the role offered.