



# WHOLEFOODS GROCER

# UNICORN

manchester's co-operative grocery

## JOB INFORMATION PACK

FEB/MARCH 2025





# LOVE FOOD? ENJOY VARIETY?

## WANT TO WORK WITH YOUR HEAD, HEART & HANDS?

Be part of a vibrant, award-winning, worker-owned supermarket embedded in the local community, with success built on strong principles and responsible trading.

Manchester's Unicorn Grocery is looking for people who love working with food and people, and want to co-manage an ethical food business as well as get stuck in on the shop floor. We are particularly seeking those with an interest in our kitchen, warehouse and/or greengrocery.

Once the seven month probationary period is passed, you'll become a full co-op member, joining the rest of the membership in collectively stewarding the business.

We are grocers with a mission. As a co-operative, our many perspectives, cultures and life experiences strengthen our ability to fulfil that mission, and every round of recruitment gives us the opportunity to broaden our workforce further.

Being a grocer is a fantastic occupation that brings great satisfaction. If you're as happy stacking shelves as shaping policy, and clean floors as well as you calculate margins, read on!

**Find out more - book a place at our Introduction Day on 5th March**

**Details at [www.unicorn-grocery.coop/jobs/](http://www.unicorn-grocery.coop/jobs/)**



# WHO ARE WE?

Twice named 'Best Food Retailer' at the BBC Food and Farming Awards, Unicorn is a dynamic wholefoods supermarket. Working within an ethical framework, we operate a 10,000 sq.ft site in Chorlton, South Manchester, serving over 6,000 customers weekly with annual sales of £9.4 million.

Our remit is affordable, tasty and wholesome food, with a focus on organic, fair-trade, local and ethical sourcing. We pack, cook and retail wholefoods and fresh organic produce, competing with supermarket chains to provide the weekly shop for our local customer base from Chorlton, Whalley Range, Old Trafford, Didsbury, Stretford, Hulme and Moss Side.

As a shop and workplace, we constantly work to build belonging among all members of our community, reflected in the foods we offer, projects we uplift, flexibility in worker roles and hours, and more.

Our shop welcomes all, with friendly staff, produce from many culinary traditions, wide accessible aisles, information leaflets in languages spoken locally, customer assistance via the Sunflower Scheme, gender-neutral toilets and recognition as a Disability Confident Employer.





## ROLE OVERVIEW: WHAT DOES 'WHOLEFOODS GROCER' MEAN?

**We're recruiting for new members of our co-op, where we all hold the same fundamental role;** To share, with the other members of the co-operative, responsibility for the successful management and development of the business, while contributing effectively to the physical work of shop floor tasks and specialist team roles.

## LOCATION

Unicorn Grocery, 89 Albany Road, Manchester, M21 0BN

## PAY & BENEFITS

£16.00 per hour (£29,120 p.a. for 35 hrs) plus a 30% shop discount. We operate with flat pay - all probationary and permanent co-op members are paid the same amount per hour regardless of role, experience or length of service. For those who successfully complete the seven month probation, we offer healthcare and other generous benefits.

## WORKING HOURS

Employment will be between 20-35 average hours per week (exact number to be mutually agreed between ourselves and successful applicants), on a fortnightly rota. Working hours include some early starts and late finishes, alternate weekends, Thursday mornings, plus quarterly Members' Meetings (usually Mondays) which may fall outside normal rota'd hours.





# THE ROLE: WHOLEFOODS GROCER

**Unicorn is a workers' co-operative, and all members of the co-operative share the same job title and description.**

In our flat structure all 50+ co-op members are managers (of ourselves and each other), sharing equal responsibility for equal pay – there is no boss or head office! To compete in the world of food retail, we work hard and fast, often switching between tasks to keep things running smoothly.

We are looking for prospective grocers: people who love working with food and find satisfaction in customer service. Passion for our values is critical, but so is a genuine desire to work in a food shop and learn the grocery trade!

No one knows everything, but between us, we need to understand the market, source a range of quality groceries and sensibly price, safely handle and effectively merchandise our goods. We have to comprehend employment law, food hygiene and the difference between mark-up and margin. We have to balance worker welfare and efficient trading, responsible sourcing and affordability... and make the difficult decisions these compromises entail so we can caretake this business for the future.

The more perspectives we have within our co-op membership, the better we can do this; serving our community, stewarding our business for future generations and offering a genuine alternative to the exploitative global food system.



## MAIN TASKS & REQUIREMENTS:

- **Efficiently carry out a variety of shop floor tasks**, including till operation, packing dry foodstuffs, cleaning, fresh food display & handling, and receiving deliveries.
- **Provide excellent customer service**; interacting with customers and the general public in a friendly, helpful and respectful manner.
- **Contribute to the collective management and development of the business and share responsibility as a director.** This involves making well-informed contributions to the operational and strategic management of at least one specialist team, and to the business as a whole.
- **Work cooperatively, respectfully and in a supportive manner with those also working within the organisation.** This involves self-management, problem-solving, collaboration, open, supportive and respectful communication and two-way feedback with colleagues, and proactivity in seeking training where needed.
- **Uphold and apply Unicorn's Principles of Purpose, Equal Opportunity Statement and Unicorn's policies** in all aspects of work.
- **Any other duties that are reasonable.**



# PERSONAL SKILLS & ABILITIES:

- **Versatility & flexibility:** the ability to work effectively on a range of manual shop floor tasks as well as management duties (sometimes switching between them at short notice)
- **Co-operation:** the ability to collaborate with colleagues, compromise where needed, and to be able to move appropriately between “leading” and “following”.
- **Self-management;** the ability to effectively manage a workload and complete tasks, have excellent organisational skills and a good eye for detail. Be able to work to an agreed timescale even when working under pressure.
- **Communication:** the ability to communicate openly, effectively and respectfully with a wide range of people, verbally and in writing, including giving and receiving performance feedback.
- **Initiative & drive:** the ability and desire to solve problems and to make things work better.
- **Numbers:** the ability to effectively handle cash, check off deliveries, and interpret sales and finance reports.
- **IT:** the ability to use programmes such as Excel and google drive.
- An interest in **wholefood grocery** and an understanding of basic business skills (or a willingness to learn).
- An understanding of and commitment to upholding **Unicorn’s values** (our Principles of Purpose and Equal Opportunity Statement), and the desire to actively help create an **inclusive working environment**.





# TRAINING & PROGRESSION

We all multi-task, spending most of our time in the shop and warehouse no matter how long we've been here; serving on the till, bagging dried goods, splitting deliveries, assisting customers, and more. You'll initially train in every area, but exact duties and responsibilities will depend on your skills, interests and business needs.

Over time you'll join one or more departments looking after a specific trading area and/or office function (such as finance, payroll or HR). Right now, we are particularly seeking workers in our commercial kitchen (making ready meals, soups and baked goods), warehouse (receiving and organising stock) and greengrocery (working with fresh fruit and veg).

There is a probationary period of seven months from the start of employment. Successful completion of this period leads to full co-op membership. At this point, you'll join the rest of the co-op members in collectively stewarding the business, shaping business strategy and operations.

Our flat structure means that personal development looks a little different here. Unicorn offers work-related training for specialist roles, plus a non-work training allowance. Our training team also run fortnightly member-wide sessions on anything from ecological economics to the history of anti-oppression in co-ops, plus a developing programme around around equity, diversity and belonging .



# OUR FOUNDING PRINCIPLES

- **Secure Employment**
- **Equal Opportunity**
- **Wholesome Healthy Consumption**
- **Fair and Sustainable Trade**
- **Solidarity in Co-operation**



# TO APPLY

Complete the online application form at [www.unicorn-grocery.coop/jobs/](http://www.unicorn-grocery.coop/jobs/)

You'll also find details on our Introduction Day on Wednesday 5th March - places are bookable and limited.

In our commitment to creating an inclusive and diverse work environment, Unicorn strongly encourages applications from all candidates regardless of race, ethnicity, religion, national origin, age, sex, ability, neurotype or gender identity. If you would like to have a conversation with us about accessibility and inclusion, please contact [personnel@unicorn-grocery.coop](mailto:personnel@unicorn-grocery.coop).

If you think you might have the skills we're looking for but aren't 100% sure, please apply anyway! We want this process to be as accessible as possible, so please contact us if you require any additional support.

**Closing date midnight Friday 14th March**