

Customer Service Team Member

9 Month Fixed Term Contract



Why Riverford?

Each week, Riverford delivers outstanding organic food to around 65,000 homes across the UK. This takes loads of brilliant people, from veg growers and box packers to IT experts, and more besides.

We're a friendly, forward-thinking bunch, and our core values run through everything we do. Riverford is 100% employee owned, so working here makes you a 'co-owner' – and it's not just a name! Everyone can play a part in shaping our business. Success means much more than just profits; we want this to be a place people enjoy coming to work, and a business our co-owners feel proud of.

Riverford is proud to be a B Corp; the certification for ethical businesses which work to benefit people and planet. In 2022, we were named one of the Best for the World™ B Corps! This means that our positive impact on staff scored in the top 5% of all B Corps of our size worldwide.

We're thrilled to have made this year's Top 100 UK Best Large Companies list! It's a well-earned recognition of the hard work and passion of our co-owners, and the unique culture we've grown together—a place where everyone can roll up their sleeves, grow, and truly enjoy the journey.



We're owned by
our employees



79th in the UK's Best
Large Companies 2024



Best for the World™
B Corps of 2022



Using business as
a force for good



We're committed to paying
the Real Living Wage

What you'll be doing

Questions, orders and the occasional complaint that come via the telephone, email, Livechat and social media, all need a rapid, friendly and professional response.

Riverford prides itself on customer service that is both personal and informative. You will share and communicate enthusiasm for good food from good farming and to develop their knowledge of food, farming and cooking.

Friendly and helpful, we want you to leave a positive impression of Riverford and the service we offer with everyone you speak to. You'll need to be confident in IT and have some knowledge of software programmes (excel, word, outlook) as you will using a range of systems and processes.

This is a 9-month fixed term contract, working 40 hours per week. Operating Hours are from 8:30am – 6pm Monday to Friday, inclusive of Bank Holidays and busy periods (with exception to Christmas). Based at Wash Barn, Buckfastleigh, Devon TQ11 0JU we utilise a hybrid working system with some working from home and apply a minimum of 2 days a week in the office, once training is complete.

Your responsibilities

- To handle enquiries on existing customers about all aspects of their relationship with us – looking always to extend their understanding of what we offer
- To liaise with our network of delivery teams answering questions, helping whenever necessary, and jointly delivering the best possible customer service
- To aid the long-term retention of customers
- Respond to customer calls, emails and livechats
- To handle customer complaints and queries and liaise with relevant departments to obtain a successful outcome
- To work closely with the commercial team and the in terms of sales promotions and campaigns, feeding back any customer comments
- To help implement continual development to the customer experience
- Observe the company health & safety policy and your role within it
- Assist in other areas of the business as required

Skills & experience

- Previous experience of working in an administrative or customer focussed role is essential
- Excellent communicator with good standard of spoken English and a desire to help customers
- Confident in meeting targets
- Good team player, and ability to work on own initiative
- Organised with excellent attention to detail
- Be a people person and have confidence to make outbound calls
- Related customer services training would be useful

Personal qualities

A good sense of humour and friendly personality is essential along with a flexible approach to work. You will need to enjoy working in a team, be driven and motivated, reliable, enthusiastic, and passionate paired with a real interest in what we do.

Salary £28,261.15 per annum



WHAT'S IN IT FOR YOU?

**33 days holiday pro rata (including bank holidays),
plus an extra 2 days when you hit 5 years with us**

Generous & ethical co-owner pension scheme

**Annual profit share; at least 10% of all our profits are split
equally between all co-owners.**

30% off everything we sell

**Organic breakfasts and lunches, home-cooked
by our canteen chefs, at our two biggest sites**

**Enhanced maternity/paternity pay (plus six months of
free organic veg boxes for you and your new arrival)**

An annual allowance to spend on Riverford branded clothing

**Lots of free co-owner events, including two massive
parties a year**

Flexible working options

2 paid volunteer days per year

**Bike loan scheme (we'll cover the cost
initially so you can get your bike tax-free)**

Life assurance cover

**A generous thank-you gift if you 'recommend a friend' to
work with us too. Lots of people work alongside their loved
ones at Riverford.**

**Wellbeing resources, including Mental Health First Aiders
and access to free health and wellbeing services such as
counselling and physiotherapy. Your wellbeing is a top
priority, and
there's lots of support at Riverford and beyond.**

**Training and progression opportunities open to
all, including fully funded apprenticeships.**

Riverford's values

