JOB DESCRIPTION

Fulfilment Assistant

At a glance

Role	Fulfilment Assistant
Salary	£26,325 per year (37.5 hour week)
Hours	Full time, Monday to Friday, 9am to 5pm
Location	On site at SGV HQ: She Grows Veg Ltd, East Bergholt Place, Mill Road, East Bergholt, CO7 6UP. Based full time in our warehouse. This role cannot be done remotely.
Reports to	Lorna Richards, Customer Service Manager
Contract	Permanent, subject to a 3 month probationary period and trial week
Start date	December tbc
Closing date	23rd November 2026

About She Grows Veg

We're a premium heirloom vegetable and cutting flower seed company, founded in 2023 by Kate Cotterill and Lucy Hutchings. We source heirloom varieties from a global network of artisan growers and gardeners with organic principles. As a business we are Soil Association organic certified.

We hold two RHS Chelsea Gold Medals and won Suffolk Business of the Year 26. She Grows Veg sells direct through our website and wholesale through partners including Ocado, The Newt and the RHS. Our digital community is over 275,000 social followers and 50,000 email subscribers strong.



Our values are Sustainability, Support, Simplicity and Inspiration. If they sound like yours, read on.

The role

You'll run our warehouse day to day and lead the team who pack every order that leaves our HQ. You'll sit between Lorna, our Fulfilment Manager, and our Super Packers. Lorna sets the priorities; you make sure the warehouse delivers them.

It's a hands on role. You'll receive and unpack deliveries, restock, make up bundles and pack orders alongside the team, while keeping the warehouse safe and organised. When our busy season arrives, you'll organise and supervise our seasonal packers too.

Key responsibilities

Warehouse management

- Receive deliveries, check them against what was ordered and coordinate the unpacking.
- Coordinate and action restocking when new stock arrives, so the shelves and our stock records match.
- Keep the warehouse organised, tidy and easy for everyone to work in.
- Keep an eye on packing supplies and flag to Lorna when we need to reorder.

Packing and products

- Pick and pack customer orders accurately and with care.
- Create our bundle products, making them up to the agreed spec.

Health and safety

- Take day to day responsibility for health and safety in the warehouse, including clear walkways, safe storage and safe lifting.



- Make sure everyone working in the warehouse follows our health and safety procedures.
- Report any accidents, near misses or hazards to Lorna straight away.
- You'll sweep the warehouse each evening, restock and make sure we are safe and ready for the next day.

People

- Support our Super Packers, helping the team hit each day's packing targets.
- Organise and supervise our seasonal packers when they're working, including showing new starters the ropes.
- Be the first point of contact in the warehouse, and keep Lorna in the loop.

Who we're looking for

Experience matters more than certificates here. You don't need specific qualifications, but you do need to have organised people and a busy workload before.

Essential

- Experience supervising or leading a team, in a warehouse, shop, kitchen or other busy environment. Confidence and assertiveness is a must.
- Excellent organisational skills: you like a system, you stick to it, and you spot problems early.
- An awareness of health and safety in a warehouse or similar setting (training will be provided).
- Computer literate: confident with email, spreadsheets and learning new systems for orders and stock.
- A team player who's happy to muck in alongside the people you lead.
- Happy to get your hands dirty. No job is too small.
- Able to travel reliably to our rural site for every working day.



Desirable but not compulsory

- Experience of online order fulfilment or warehouse work.
- Experience of receiving goods, stock control or restocking.
- A recognised health and safety or manual handling qualification.

What the work involves

This is a hands on, physically active role, and we want to be upfront about that. Day to day, the work includes:

- Being on your feet for most of the day.
- Lifting, carrying and moving boxes of stock and deliveries.
- Bending, reaching and repetitive tasks such as picking, packing and restocking.
- Busier periods in peak season, when order volumes and the team grow.

We welcome applications from everyone. If you need any adjustments, either during the application process or in the role itself, tell us and we'll talk it through with you.

What we offer

- A salary of £26,325 per year.
- A workplace pension.
- Holiday allowance: 30 days, including bank holidays.
- A staff discount on our heirloom seeds.
- Free veg and flowers from our cutting garden.
- A beautiful place to work, at East Bergholt Place on the Suffolk and Essex border.
- A friendly team who look out for each other, especially when the busy season hits.



How to apply

Send your CV and a short cover letter telling us about your experience running a team and keeping a busy workplace organised, to jobs@shegrowsveg.com

You must have the right to work in the UK. We'll ask to see proof before you start, as the law requires.

We'll only use the information you send us to manage your application, in line with UK GDPR.

Closing date: 23rd November 2026.

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