Intern – general administration

<table>
<thead>
<tr>
<th>Remuneration:</th>
<th>London living wage set at £10.55 per hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term:</td>
<td>Fixed term for 6 months</td>
</tr>
<tr>
<td>Working Hours:</td>
<td>3 days a week, 9am to 5pm with 1 hour lunch</td>
</tr>
<tr>
<td>Location:</td>
<td>Chancery Lane, London</td>
</tr>
<tr>
<td>Start date:</td>
<td>January 2020</td>
</tr>
</tbody>
</table>

This is an exciting internship opportunity with a pioneering social enterprise.

Established in 2004, Zaytoun is the UK’s leading brand of fairly traded Palestinian fine foods. Products include the world’s first Fairtrade olive oil, za’atar, maftoul, freekeh, almonds and Medjoul dates.

Zaytoun was founded to support Palestinian farmers through fair trade. In addition to the economic opportunity, we market a tree planting programme, conduct tours to visit Palestine, and a Fairtrade Fortnight producer tour, all of which aim to connect producers to consumers, and celebrate Palestine's rich cultural and culinary heritage while raising awareness of the hardships faced by farming communities living under occupation. 100% of our profits are reinvested into furthering this mission.

As of 31st December 2018, our turnover was over £1.4 million. Our team of 3 full time and 2 part time staff are all passionate about our mission. The small team works closely together on a collaborative basis, and is governed by a board made up of nine directors, two of which are executive directors. Now in our 15th year in business, we have sold 1,000 tonnes of products totalling over £10m.

Recent awards for Zaytoun
2016 Winner - Fairtrade International Award for Global Trader
2015 Winner - Social Enterprise UK Award for International Impact

Recent awards for Zaytoun products
2018 Winner - Great Taste Award for Jericho’s Finest range of Medjoul dates
2017 Winner - Great Taste Award for freekeh
2017 Winner - Great Taste Award for organic maftoul
2017 Finalist - Soil Association’s Best of Organic Market (BOOM) award for olive oil
2016 Finalist - Soil Association’s Best of Organic Market (BOOM) award for olive oil
2016 Winner - Ethical Consumer Best Buy for Zaytoun organic olive oil
2014 Runner up - Fairtrade Foundation Award for Nation’s Favourite product for Fairtrade olive oil
Role responsibilities

The intern will support all members of the team on a wide variety of tasks which will include but are not exclusive to:

- Populating our database
- Taking calls and processing customer orders
- Liaising with the warehouse
- Following up on customer service enquiries
- Supporting the finance manager with stock and bank reconciliations and other financial management tasks
- Posting parcels
- Other administrative tasks

The tasks listed above are a rough outline of the responsibilities; we work in a small team within a dynamic environment and require our team members to be flexible and willing to get stuck into any task that may arise.

Requirements

- Enthusiasm for Palestine, fair trade and our mission in general
- IT literacy
- Organisation skills and good phone manner
- Positive attitude and a problem solver
- Adaptability and flexibility
- Initiative and drive
- University undergraduate or graduate

To apply

Please apply by sending a CV and covering letter outlining why you would like to intern at Zaytoun to manal@zaytoun.org by 31st October. Interviews will take place in November and the internship will commence in mid-January 2020.