



Department  
for Work &  
Pensions

# KICKSTART SCHEME

**DWP Bid Unique Identifier**

**Job category (DWP use only)**

**Job Placement title**

Customer Service Assistant

**Company name**

Pecan – Peckham Pantry

**Number of hours per week**

25

**Working pattern and**

**contracted hours** (including  
any shift patterns)

Shift Monday to Saturday between 8.30am and 7pm

**Hourly rate of pay**

London Living Wage

Your role will enable the provision of healthy food for people in our community who may otherwise struggle to feed their family. You will support the Manager to run Peckham Pantry, a pioneering social supermarket, ensuring it meets appropriate safety and customer service standard. You may also deliver the service at St Luke's Pantry which runs only once a week. The role will also include supporting the Peckham Pantry Ambassadors.

**Main responsibilities**

- Meet and greet customers visiting the pantry in a warm and friendly way that promotes Pecan's values of Kindness, Belief and Hope
- Take payments and check members in and out
- Ensuring membership fees recorded tally with the cash system
- Use IT equipment to enter member's visit and new registration
- Assist customers with their shopping
- Ensure the Pantry 'shop floor' is kept well stocked and well presented
- Support the promotion of Peckham Pantry including on social media and face to face
- Enable signposting for support services outside of the Pantry
- Receiving deliveries and stock
- Assist with correctly and safely storing goods
- Sort and prepare stock according to food safety standards
- Keep the storeroom and all the equipment clean and tidy

Kickstarters will gain valuable experience in a retail focused community project. If you are looking to progress a career in retail or community development, this is a great starting point. You will be supported by a dedicated team at Peckham Pantry and the wider Pecan team.



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## **Essential skills, experience and qualifications**

To get the best out of this placement you will be a people person – happy to chat with everyone. You will need a reasonable level of literacy and numeracy as you will need to handle the till and ensure that everything balances. You will need to be willing and able to move stock – you will be trained in manual handling procedures.

We are looking for people with a mature attitude and a keen sense of humour. It will be a real bonus if you are happy to ride an electric delivery bike on occasions.

## **Details of employability support (training opportunities/mentor)**

All Kickstarters at Pecan will have access to one of Pecan's Employment Support Advisors. They will be offered a minimum of the following training:

- Food Safety Level 2
- Emergency first aid
- Customer service

All kickstarters will have regular one to one supervision with their line manager who will help them to focus on their future direction

During their time with Pecan kickstarters will be entitled to all staff benefits including wellbeing support.