

Volunteer Role Description

Title	Pantry Ambassador
Reporting to	Peckham Pantry Manager
Hours	Minimum of 4 hours per week. Tuesdays: 10am – 1pm Wednesdays: 9.30am – 3pm Mon – Sat: 9am - 4pm (New site from August 2020)
Location	Peckham, London

About the volunteering opportunity

As a Pantry Ambassador, you will be involved with welcoming customers into the shop as well as assisting them with their shopping. You'll also be responsible for keeping the Pantry well stocked and well presented, at all times. Through providing hospitable support to the Pantry, you will assist the organisation to help transform the lives of the most disadvantaged people in our community.

The role is flexible, and we are looking for someone who can commit a minimum of 4hrs per week; In return, you can expect to become a valued member of a diverse and supportive team. We offer reimbursement of travel up to £5 per day and lunch expenses up to £5 per day (Receipts must be provided) **or** a free visit shop in addition to regular volunteer events and supervisions.

About Pecan

Pecan is a highly respected and dynamic Christian charity. We have been working throughout Southwark for 30 years, helping people who face seemingly impassable barriers to find a way through, re-write their futures and flourish. Our strong staff and volunteer team work with the most vulnerable people to transform lives and communities. Our work is founded on our mission, vision and values, and we are committed to showing kindness, raising self-belief and inspiring hope for the future in the individuals we serve.

About Peckham Pantry

Peckham Pantry is a joint initiative between St. Luke's Church, Pecan and Your Local Pantry. This membership scheme aims to reduce shopping bills, provide relevant advice and support, promote healthy eating, a place to use your Healthy start vouchers and create opportunities for members to be more active in their community.

For a small weekly subscription of £4.50, members of Peckham Pantry will be able to buy food to the value of £15 or more. This includes fresh fruit and veg, in addition to store cupboard favourites

We want to hear from you if you:

- Are fit and healthy
- Understand the importance of having a friendly and welcoming approach?

- Are calm, kind and have a flexible attitude
- Are a people person
- Have excellent IT skills, communication and people skills
- Have a car and a clean driving license (Not compulsory)

Summary of activities / tasks and areas you will gain experience

1. Pantry Ambassador

- 1.1. To assist with receiving deliveries and stock
- 1.2. Meet and greet customers visiting the pantry
- 1.3. Take payments and check members in and out on Your Local Pantry portal
- 1.4. Ability to ensure membership fees recorded tally with the cash system used at the Pantry
- 1.5. Use of IT equipment to enter member's visit and new registration
- 1.6. Assist customers with their shopping
- 1.7. Ensure the Pantry is kept well stocked and well presented
- 1.8. Assist with correctly and safely storing goods
- 1.9. Ensure that the goods are in date and in good condition
- 1.10. Decide which categories products should go in
- 1.11. Operate a First in First Out stock system
- 1.12. Keep the storeroom and all the equipment clean and tidy
- 1.13. Complete food safety and procedural paperwork
- 1.14. Assist with basic cleaning duties
- 1.15. Help promote the Pantry

PERSON SPECIFICATION

Induction/Training Provided:

- A full induction and specific, relevant training will be provided to prepare all volunteers for their role.

Essential Knowledge and Skills:

- Good customer service and interpersonal skills
- Good IT, written and verbal communication
- Experience of working with retail would be a real asset

Personal Qualities:

- Commitment to the goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions
- Highly customer-focused
- Tidy with the desire to create an orderly environment
- Non-judgemental attitude
- Friendly and approachable
- Resourceful and imaginative, bringing creativity to the role

Some posts will require a DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.