



JOB DESCRIPTION

Title	Pantry Assistant
Reporting to	Pantry Manager
Hours	21.5 hours per week rota-based hours including Saturdays and evenings (Part time)
Salary	£20,514.31 pro rata
Location	49 – 53 Peckham Park Road and Pantry locations in Southwark.

Pecan is a highly respected and dynamic Christ-centred 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.

When working for Pecan, you can expect to become a valued member of a diverse and supportive team. In addition to a place in our 30-year legacy, you will receive a generous holiday allowance, pension contribution and life assurance cover. You can also expect regular team meetings and social opportunities, and a variety of other benefits.

Purpose of the Post:

Your role will enable the provision of healthy food to people in our community who would otherwise struggle to feed their family. You will support the Manager to run Peckham Pantry, a pioneering social supermarket, ensuring it meets appropriate safety standard as agreed by all partners. You will manage St Luke's Pantry which runs only once a week and manage all the Peckham Pantry Ambassadors.

This is an exciting opportunity to be part of the campaign to eradicate poverty. By supporting the manager and the a team of ambassadors (volunteers) to deliver excellent customer service and safe working practices you will play a key role in providing hope in the community. Through effectively promoting the project in the community, you will help to reach as many members as possible and contribute to the project running in a financially viable way. Through offering healthy food at a fixed cost, you will assist the organisation to help transform the lives of the most disadvantaged people in our community.

Main responsibilities:

Pantry

1. Support volunteers (Ambassadors).
2. Ensure that you work to the highest safeguarding standards.
3. Ensure that you work to the highest food safety standards.
4. Meet and greet customers visiting the pantry in a warm and friendly way that promotes Pecan's values of Kindness, Belief and Hope.
5. Take payments and check members in and out on Your Local Pantry portal.
6. Ensuring membership fees recorded tally with the cash system used at the Pantry.
7. Use IT equipment to enter member's visit and new registration.
8. Assist customers with their shopping.
9. Ensure the Pantry 'shop floor' is kept well stocked and well presented.
10. Help promote the Pantry.
11. Enable signposting for support services outside of the Pantry.
12. At all times, work to reduce isolation and promote wellbeing, financial security, and good health.
13. Be flexible to travel in and outside Peckham for food collections even at odd hours. This could be by (own or hired) car, (hired van) van or Pecan's electric cycle. Or to deliver food to members.

Stock and hygiene standards / controls

1. Receiving deliveries and stock.
2. Assist with correctly and safely storing goods.
3. Sort and prepare stock according to food safety standards.
4. Ensure that the goods are in date and in good condition.
5. Operate a First in First Out stock system.
6. Keep the storeroom and all the equipment clean and tidy.
7. Assist with basic cleaning duties.

Project development and evaluation

1. Assist the Pantry Manager in setting up the new Pantry.
2. Assist the Pantry Manager to achieve the social outcomes set out in the business plan and to bring the project towards financial sustainability.
3. Host visits from other organisations and interested parties as agreed with the Pantry Manager.

Promotional activity

1. Promote the project to recruit new members and ensure that they are signed up on the Your Local Pantry database.
2. Be part of the Pantry team to go door to door in campaigning and introducing the Pantry to the local community.
3. Promote the project to other areas of London as an example of good practice.
4. Be part of building.

Wider organisational responsibilities

- Attend Pecan team meetings as and when required, including meetings where there may be a time of prayer and reflection.
- Read the core policies and adhere to all policies and procedures.
- Carry out other duties as agreed by your line manager or the Chief Executive Officer.
- Undertake responsibilities associated with being a member of the Pecan team.
- Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner.
- In agreement with your line manager, pursue a personal programme of learning and development to enhance your skills and performance.

PERSON SPECIFICATION

This specification will form the short-listing criteria.

Knowledge, Skills and Experience (essential):

- Experience of food-based stock control systems and knowledge of food hygiene
- Retail experience
- A problem-solver mentality
- Good team player
- Able-bodied, owing to the physical demands of the role
- Good IT skills, with a working knowledge of MS Office applications
- Able to work evenings and weekends on rota
- Excellent attention to detail
- Good communication skills with the ability to communicate effectively with a wide variety of people
- Willing and able to ride an electric cargo bike

Knowledge, Skills and Experience (desirable):

- Full Driving Licence with maximum of 3 points (aged 25-29) or 6 points (aged 30+) and no recent major driving violations, convictions or accidents
- Experience of driving minibuses or vans
- Experience in the voluntary or community sector
- Knowledge of the food poverty sector

Personal Qualities:

- A sense of humour
- Ability to work well in a team and unsupervised
- 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
- Encouraging and resilient with a strong positive attitude
- An effective & persuasive communicator, with the ability to engage with the media and public
- Confident and self-motivating
- Resourceful and imaginative, bringing creativity to the role

Pecan is an equal opportunities and disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria.

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