



Pecan Recruitment Pack

Pecan was established in 1989 as a response by the local churches to some of the social and emotional issues facing people in Peckham. Since then, the charity has provided practical and emotional support to people challenged with barriers such as unemployment, a criminal record, hunger, disability and even a lack of confidence in seeing an end to the difficult situations they face. Our heart continues to be in Peckham with an outreach across the borough of Southwark and other communities in our great capital city.

Pecan is a registered charity and a Company Limited by Guarantee, for more information on our history, please visit our website.

Our Ethos

As an inclusive Christ centred organisation, Pecan seeks to treat all people with dignity, openness and respect, demonstrating Jesus' grace and love in action. At the core of our Mission, Vision and Values is Kindness, Belief and Hope:

- Embracing diversity and loving every person for who they are
- Honestly building every person's confidence in their own unique capability
- Believing in the potential of each and every member of our diverse community
- Persevering alongside people through every challenge
- Starting, living, and ending every diverse and unique encounter in hope

www.pecan.org.uk

Registered Charity number 801819



PECAN'S PROJECTS



Our Services

We currently have 30+ members of staff that work across our different teams and projects:

Employment Support

We deliver contracted programmes that support up to 1,000 people in their journey to employment. The team runs various in-house trainings and workshops and work with external partners to deliver qualifications such as SIA and First Aid.

Together

This Pecan project brings together a range of activities and services previously delivered by Pecan's HOurBank project, into a new Community Hub that aims to create a one-stop-shop for our community. You will find a warm place to sit, café sessions, coffee mornings, arts and crafts, advice, support, health and wellbeing activities, workshops, and information. You will also find a variety of community and social activities, as well as signposting and information about what is happening in the borough.

Women's Services

The Southwark and Lewisham Women's Hubs offer safe, welcoming, one-stop-shop support for those affected by the criminal justice system, and for local women seeking support, information, and community. The service provides gender-specific and trauma-informed support, helping to equip women with the tools and resources they need in a relaxed and welcoming space. The service offers one-to-one advocacy support, group activities and training workshops.



PECAN'S PROJECTS



Peckham Pantry

This is a social supermarket which was piloted in 2019 one day a week and expanded to 6 days a week in 2020, during the pandemic. Members of the pantry pay £4.50 per visit which enables them to shop for around £15 worth of food including fresh meat, fruit and veg and store cupboard favourites. It is expected that the Pantry will reduce childhood obesity in Southwark through increased access to affordable healthy food.

Southwark Foodbank

This project operates 5 days a week across Southwark to provide food in times of financial crisis. The core aim to help people to manage their way out of their situation through creating a friendly, welcoming place that offers free advice and signposting to other relevant support services. Working with the community, we help our service users tackle long-term issues, as well as the immediate crisis that led them to us. The project works within the local community to receive donations of time, food and finance from the general public, churches, mosques, schools and businesses without whom we could not serve the community.

Central Services; We cover various areas that factor into the operations of the organisation. These areas include Finance, Fundraising, Governance, Human Resources, Marketing, Office Coordination and Wellbeing.

We are governed by our **board of trustees** currently consisting of 8 members, and we also have around 100 volunteers who support our projects over the year.

Please visit our **website** for more details on our **team members** and services.

Launch of the Impact Report



WHY WORK FOR PECAN



For thirty-five years, Pecan has been working in the community of Southwark supporting individuals to transform their life. We now seek ambitious, collaborative people passionate about our cause to join us at this exciting time. We are a very diverse employer and strongly welcome applications from people of all backgrounds. We offer multiple benefits including the following:

Flexible Working (right to request)

- Standard 36-hour week
- Compressed hours
- Part – Time
- Flexible Pattern
- Flexible Location (remote)

Family friendly policy

- Enhanced Sick Pay
- Excellent work life balance
- Dependents Leave
- 30 days Annual Leave
- Maternity and Paternity Benefits
- Death in service/ Life Assurance Cover (4 times annual salary)

Pension

- Enhanced employer contribution 8%
- Option to employee increase %

Learning and Development

- Personal development actively encouraged (Internal and external training programmes/ Regular appraisal and supervision)

Additional Benefits

- Based in vibrant Peckham
- Certified Disability Confident Employer
- Supportive culture
- Accredited London Living Wage Employer
- In-house fruit and veg rota
- 4 team away days annually

Access to an Employer Assistance

Programme (EAP) via Croner & Perkbox

- Health Assured provides a confidential counselling service 24 hours a day, 365 days a year to Pecan employees and volunteers.
- Counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.
- Pecan staff have access to Medical Solutions 24/7 confidential health helpline which provides direct access

Access to Wellbeing programmes

- External clinical supervision sessions
- Internal wellbeing activities
- Regular prayers/reflection together
- Staff socials

Access to:

- Up to £100 contribution towards the cost of glasses
- Cost eye test
- Bike to work scheme
- Perkbox membership



JOB DESCRIPTION

Title	Pantry Assistant
Team	Peckham Pantry
Reporting to	Pantry Manager
Hours	2 days, 14.4 hours per week (Part time) - variable days including one evening and the occasional Saturday when cover is needed (flexibility required based on rota)
Salary	£24,130.84 pro rata p/a, + 8% Employer Pension Contribution
Contract	Permanent
Holiday	38 days including bank holidays and mandatory holidays (Christmas closure) pro rata
Location	49 - 53 Peckham Park Road and Pantry locations in Southwark

Do you love food, variety and helping people? Do you have retail experience and enjoy engaging with a wide range of customers? Are you able-bodied and have the physical fitness to support the team with receiving deliveries? Join Pecan as our Pantry Assistant and help us deliver an exceptional service to the community through the Peckham Pantry.

Pecan. Bringing people together. Telling powerful stories. Making an impact.

Pecan is a community development charity working in Peckham, south London, to support local people who face deep social and economic disadvantage. We walk alongside people affected by poverty and hardship, unemployment, the asylum system and the criminal justice system, helping them to build confidence, skills and new possibilities. We advocate for those we work with, challenging inequality and injustice at a local and national level to provide hope and belief in a better future for our community. All of our work is shaped by our values of kindness belief and hope.

About the role

This 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 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. Ability to lead and support the volunteers (Ambassadors).
2. Support the Pantry Manager with the ongoing operation of Peckham Pantry.
3. Support the Pantry Manager to ensure all staff and Ambassadors work in line with the Pantry Handbook and the Food Sync manual.
4. Ensure that you work to the highest safeguarding standards.
5. Ensure that you work to the highest food safety standards.
6. Meet and greet customers visiting the pantry in a warm and friendly way that promotes Pecan's values of Kindness, Belief and Hope.
7. Take payments and check members in and out on Your Local Pantry portal.
8. Ensuring membership fees recorded tally up with the cash system used at the Pantry.
9. Use IT equipment to enter stock data, member's visits and new registrations.
10. Assist customers with their shopping.
11. Ensure the Pantry 'shop floor' is kept well stocked and well presented.
12. Help promote the Pantry.
13. Enable signposting for support services outside of the Pantry.
14. At all times, work to reduce isolation and promote wellbeing, financial security, and good health.
15. Support the Manager to follow the process of accepting and managing all deliveries to the Pantry.
16. Support the team to ensure the stock monitoring and management process is followed to the Pantry.
17. Ensure daily update of delivered stock including donation and bought stock on the database.
18. Support the Pantry Manager to ensure that all records of members activities are updated on the Your Local Pantry Database daily.
19. Support the Manager to contribute to the project's monthly newsletter.
20. Work or accept deliveries on Bank holidays when required.
21. Work on a Saturday when required.
22. Flexibility to cover other staff's holiday when required.

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 equipment clean and tidy.
7. Assist with basic cleaning duties.





Project development and evaluation

1. Assist the Pantry Manager to achieve the social outcomes set out in the business plan and to bring the project towards financial sustainability.
2. 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.

Other Duties

- Participate in regular supervision and annual development reviews, and attend Pecan team meetings as and when required.
- Help to identify your own job related development and training needs.
- Always work with anti-discriminatory, empowering practice, ensuring everyone is treated with dignity and respect.
- Adhere to Pecan's code of conduct, confidentiality, safeguarding and equity, diversity and inclusion policies.
- Undertake your role in a professional manner and maintain a high-quality standard of work in accordance with the aims, values and ethos of Pecan.

The above description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.



PERSON SPECIFICATION



We are looking for someone who is a proactive team player, takes initiative and brings a positive energy to their work. You don't need to have charity experience - just transferable skills and a willingness to learn. *For more details, please see Appendix 1 below.*

You will have experience of:

- Retail - Assisting customers with their shopping experience.
- Food-based stock control systems and knowledge of food hygiene.
- Physical fitness, the ability to stand for long periods, and move stock. Able-bodied, owing to the physical demand of the role.
- Working or volunteering in a charity or community organisation (desirable).

You will also bring:

- Good IT skills, with a working knowledge of MS Office applications
- Good communication skills with a friendly, engaging tone. The ability to communicate effectively with a wide variety of people.
- Knowledge of the food poverty sector (desirable).

You will also be:

- Able to work once a week evening on our monthly rota and on the occasional Saturday
- Proactive, confident and self-motivated
- Highly organised, methodical and a good multitasker.
- A team player with a flexible and collaborative approach.
- Committed to equity, diversity and inclusion, and interested in community work, social justice and Pecan's mission and values.

You don't need to be a practicing Christian, but you should feel comfortable working in a faith-rooted organisation and your values should align with ours. We welcome applications from people of all backgrounds and actively encourage people from underrepresented communities to apply.



PERSON SPECIFICATION



Why Join Pecan?

- We're a meaningful, values-led charity with a 35-year legacy of making a real difference to the lives of local residents in Peckham, south London.
- A welcoming team that genuinely cares about the people and communities we serve.
- A flexible and supportive team culture
- Care for the wellbeing of all our staff and volunteers.

Further Information

- All offers to join Pecan are subject to satisfactory references and a DBS check, which is standard policy for all staff and volunteers. Having a record will not necessarily disqualify you from acquiring the post.
- Pecan is committed to equity, diversity and inclusion, and to recruiting with care, safeguarding and promoting the welfare of vulnerable people, and expects all staff and volunteers to share this commitment.
- We are a disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria as laid out in this job description.
- All staff are expected to adhere to Pecan's code of conduct, confidentiality and data protection policies.
- An induction will be given for all new staff, which will cover best practices, staff and volunteer responsibilities and an overview of key policies.
- There is a 6-month probation period for this role.

How to Apply

1. Please submit your CV and a short cover letter (maximum 1 page) explaining why you are interested in the role and how you meet the person specification to **CharityJob** by **Tuesday 6th May 2025 9am**.
2. Shortlisted candidates will be invited to a trial shift and interview on the week commencing **Monday 12th May 2025, Details TBC**.

If you would like to discuss access needs or adjustments to the recruitment process, we would be happy to support you. All recruitment queries should be directed to **hr.support@pecan.org.uk**. To be directly informed about all of our career opportunities, please keep an eye on the **[vacancies page](#)** of our website, or join our **[careers mailing list](#)**. We look forward to receiving your application!



Appendix 1

Person Specification - Events & Marketing Administrator



Experience & Knowledge	Essential	Desirable
Retail experience - assisting customers with their shopping experience	x	
Experience of food-based stock control systems and knowledge of food hygiene	x	
Experience working or volunteering in a charity or community organisation		x
Knowledge of the food poverty sector		x

Skills & Abilities	Essential	Desirable
Physical fitness, the ability to stand for long periods, and move stock. Able-bodied, owing to the physical demands of the role	x	
Able to work once a week evening on our monthly rota and on the occasional Saturday	x	
Good IT skills, with a working knowledge of MS Office applications	x	
Good communication skills with a friendly, engaging tone. The ability to communicate effectively with a wide variety of people	x	
Highly organised, methodical and a good multitasker	x	
A problem-solver mentality	x	
Excellent attention to detail	x	

Values & Personal Qualities	Essential	Desirable
A sense of humour	x	
A team player with a flexible and collaborative approach - ability to work well in a team and unsupervised	x	
Proactive, confident and self-motivated	x	
Encouraging and resilient with a strong positive attitude	x	
Resourceful and imaginative, bringing creativity to the role	x	
Committed to equity, diversity and inclusion, and interested in community work, social justice and Pecan's mission and values.	x	
An effective & persuasive communicator, with the ability to engage with the media and public		x