



## Job Description

<b>Role title</b>	<b>Spring Social Supermarket Worker</b>
<b>About Us</b>	<p>Spring Community Hub exists to ensure that no one in our community goes hungry. But we don't just provide food – we work alongside people to help them escape poverty, build confidence, and find community.</p> <p>We offer a range of support including advice and advocacy services (employment, immigration), youth clubs, holiday activities, women's groups, a clothing bank, and food-related services such as a food bank, social supermarket, and now, our growing network of <b>community cafés</b>.</p> <p><b>Mission</b></p> <p>The mission of SCH is that through a 'Community Hub' and full activity programme, local people in or at risk of crisis will be supported along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p><b>Vision</b></p>

	<p>Our vision at Spring Community Hub is to tackle food insecurity and hunger before people find themselves in crisis. We want to see equality in our communities and be a vehicle for positive and lasting change in our clients so that they never need a Food Bank again.</p> <p><b>Values</b></p> <p>These are our Principles, ideals, and characteristics that define the culture, standards and aspirations of the organisation.</p> <p>An organisation that is driven by people with integrity and commitment to the cause.</p> <p>We believe in leadership, development, growth, and continual learning.</p> <p>Ensuring fairness, equity and equality.</p> <p>Creating a place of respect, kindness and dignity for all.</p> <p>A healthy environment where people have fun and can be creative.</p>
<b>Salary</b>	<b>£13.85 PER HOUR</b>
<b>Contract</b>	12 Month Contract
<b>Hours of work-</b>	<p>Working Hours and location:</p> <p>20 hours per week on the following days (subject to change)</p> <p>Tuesday: 9.30 am -2.30 pm. Lewington  Wednesday: 9.30 am -2.30 pm. Walworth  Thursday: 9.30 am -2.30 pm. Lewington  Friday: 9.30 am -2.30 pm. Walworth</p>

	<p>These locations may vary depending on the organisation requirements.</p> <p>Address of Lewington: 9 Eugenia Road, SE162RU Address of Walworth: Central Hall Walworth, Peabody Estate, London SE17 1BQ</p>
<b>Main Purposes of the Job and Key Tasks</b>	<p>We are looking to appoint a committed and flexible person who will assist Spring Community Hub in providing healthy and culturally appropriate food to people in our community who would otherwise struggle to feed themselves and their families.</p> <p>This role will support the Food Services Coordinator in running our Spring Social Supermarket(Triple S) at our Lewington and Walworth Community Centres, ensuring it meets all relevant Health and Safety standards as well as Food Hygiene Protocols.</p> <p>The post holder will oversee the Shop at Vestry Road, including all customer Service volunteers (Chaperones), to deliver excellent customer service.</p> <p>The postholder will support the Food Services Coordinator and the volunteers (Chaperones)</p> <p>The postholder will play a key role in providing excellent customer service and safe working practices at all times.</p> <p>The post holder will effectively promote the service in the community to reach as many members as possible and contribute to the project running in a financially viable way.</p> <p>Through offering healthy food at a reduced cost, you will assist the organisation in helping transform the lives of those struggling with food insecurity in our community.</p> <p>The post holder will be required to be flexible to the changing needs of the organisation and, as such, undertake tasks and responsibilities not specifically listed here but relevant to the smooth running of SCH, including general administrative tasks and aspects of service delivery, as directed by the Food Services Coordinator.</p>

	<p><b>Main Duties will include:</b></p> <ul style="list-style-type: none"><li>• Meet and greet customers visiting the Triple S in a Welcoming, warm and friendly way.</li><li>• Ensure that you work to the highest safeguarding standards.</li><li>• Ensure that you work to the highest food safety standards.</li><li>• Check members in and out on the Social Supermarket CRM and take payments.</li><li>• Ensure payments are recorded and tally with the cash system.</li><li>• Assist customers with their shopping</li><li>• Registration of all new members on the CRM.</li><li>• Ensure the shelves are kept well stocked and well presented.</li><li>• Help promote Triple S across all Spring Projects and Southwark.</li><li>• Signpost customers to other Spring Community Hub services and projects, as well as support services outside.</li><li>• Promote well-being and financial security, increase good health and reduction of isolation in work to reduce isolation</li><li>• Support all Triple S volunteers and supporters</li></ul> <p><b>Stock and Hygiene Controls</b></p> <ul style="list-style-type: none"><li>• Receiving deliveries and stock.</li><li>• Assist with correctly and safely storing goods.</li><li>• Sort and prepare stock according to food safety standards.</li><li>• Ensure that the goods are in date and in good condition.</li><li>• Operate a First-in-first-out stock system.</li><li>• Keep the storeroom and all the equipment clean and tidy.</li><li>• Assist with basic cleaning duties.</li></ul> <p><b>Promoting the Project</b></p>
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	<ul style="list-style-type: none"> <li>● Promote the project to recruit new members and ensure that they are signed up on the Your Local Pantry database.</li> <li>● Be part of the Pantry team to go door to door in campaigning and introducing the Pantry to the local community.</li> <li>● Promote the project to other areas of London as an example of good practice.</li> </ul> <p><b>Project Impact and Evaluation</b></p> <ul style="list-style-type: none"> <li>● Assist the Food Service Coordinator in achieving the social impact set out to bring the project towards financial sustainability.</li> <li>● Host visits from other organisations and interested parties as agreed with the Food Service Coordinator</li> </ul>
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<p><b>Person Specification.</b></p>	<p>This specification will form the short-listing criteria.</p> <p><b>Knowledge, Skills and Experience (essential):</b></p> <ul style="list-style-type: none"> <li>• Experience with food-based stock control systems and knowledge of food hygiene</li> <li>• Retail experience</li> <li>• A problem-solver mentality</li> <li>• Good team player</li> <li>• Able-bodied, owing to the physical demands of the role</li> <li>• Good IT skills, with a working knowledge of MS Office applications</li> <li>• Able to work evenings and weekends on rota</li> <li>• Excellent attention to detail</li> <li>• Good communication skills with the ability to communicate effectively with a wide variety of people</li> </ul> <p><b>Knowledge, Skills and Experience (desirable):</b></p> <ul style="list-style-type: none"> <li>• Experience in the voluntary or community sector</li> <li>• Knowledge of the food poverty sector</li> </ul> <p><b>Personal Qualities:</b></p> <ul style="list-style-type: none"> <li>• Be a lively, enthusiastic, self-motivated person.</li> <li>• Get on well with and respect all children and adults.</li> <li>• Must be willing to undergo initial and ongoing training and DBS checks.</li> <li>• A good sense of humour</li> <li>• Ability to work well in a team and unsupervised</li> <li>• Commitment to the goals, ethos, values, and vision of Spring Community Hub</li> <li>• Encouraging and resilient with a strong positive attitude</li> <li>• An effective &amp; persuasive communicator</li> <li>• Confident and self-motivating</li> <li>• Resourceful and imaginative, bringing creativity to the role</li> <li>• Must be willing to undergo initial and ongoing training and DBS checks.</li> <li>• Strong organisational and Prioritising abilities, with attention to detail.</li> </ul>
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|  | <ul style="list-style-type: none"><li>• Excellent communication and interpersonal skills, with the ability to interact effectively with participants, volunteers, and external partners.</li><li>• A compassionate and empathetic approach, with a genuine interest in the well-being of others.</li><li>• Knowledge of safeguarding policies and procedures, including child protection and vulnerable adult support.</li><li>• Proficiency in using relevant software for record-keeping and report generation.</li></ul> |
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We are committed to safeguarding and promoting the welfare of all our young people and vulnerable Adults. You are advised that this post is subject to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales)

Order 2020 and therefore this post is subject to an Enhanced Disclosure Application to Disclosure and Barring Service (DBS).

<b>Commitment to Equal Opportunities</b>	<p>All staff, contractors, freelancers and volunteers have a legal and moral responsibility to ensure that Spring Community Hub is free from discrimination, harassment and bullying.</p> <p>We are an equal opportunities employer and we welcome applications regardless of sex, gender, and race, age, belief in any religion and none, gender identity, ethnic origin, class, sexuality, nationality, appearance, unrelated criminal activities, disability, responsibility for dependents, part-time or shift workers, being HIV positive or living with AIDS, lived experience of Significant Poverty or Inequality and any other matter which causes a person to be treated with injustice.</p> <p>We believe diversity is a strength, and we aim to make sure that SCH reflects the communities we serve.</p> <p>SCH is consciously working towards our organisation being a place where everyone can bring out their skills and talents and make their best contribution to our mission to support our guests along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>We know that the more perspectives, voices, and experiences we can bring to this work, the better. We particularly welcome applications from people who have lived experience of significant poverty and inequality and people from all marginalised groups, communities and backgrounds.</p>
<b>Responsible for staff/equipment</b>	Chaperones (Volunteers)/Customers/Laptop
<b>Reporting to...</b>	Food Services Coordinator
<b>Why Join us / Benefits</b>	<ul style="list-style-type: none"> <li>• A warm, welcoming and passionate working environment.</li> <li>• People-focused with a friendly and supportive workplace culture</li> <li>• We are a London Living Wage Employer</li> <li>• An active commitment to equality and diversity</li> </ul>

	<ul style="list-style-type: none"> <li>• We offer continuing opportunities for learning, and personal and Professional development together with regular supervision, training and support for all our staff and Volunteers.</li> <li>• Generous annual leave entitlement: 33 days annual leave (including bank holidays)</li> <li>• Company pension scheme.</li> <li>• Frequent Team Away Days and Celebrations, as part of a friendly and collaborative team</li> </ul>
<b>How to Apply</b>	<p>Interested candidates should first complete the application form. Then, if suitable will be invited to forward their CV and a maximum of an A4 cover letter stating what makes you suitable for the role to the Operations Manager @ <a href="mailto:recruitment@springcommunityhub.org.uk">recruitment@springcommunityhub.org.uk</a></p> <p>Once your application has been reviewed we will contact you by phone for an initial conversation.</p> <p>Closing Date: This is on a rolling basis.</p>
<b>Application process:</b>	<ol style="list-style-type: none"> <li>1. Submit your CV with a Supporting Statement.</li> <li>2. If you are shortlisted, you will be invited to a formal interview, which will consist of a Panel interview which will last up to 1 hour.</li> </ol>
<b>Accessibility</b>	<p>We want our recruitment process to be as accessible as possible. If you need us to make an adjustment or provide additional support as you apply for a role, please contact our Head of Compliance and Development (<a href="mailto:selina.boshorin@springcommunityhub.org.uk">selina.boshorin@springcommunityhub.org.uk</a> ) to discuss how we can help.</p>