The Community Food Shop

The Community Food Shop was set up in 2020 as a response to increasing food insecurity in Sutton and pressures on households with low incomes. The vision has always been to enable people out of poverty whilst providing the food they need.

Households apply to join the register, and if they are accepted (i.e. there is a real need) then for a small fee **they take away around 15-20 items of food and toiletries per week**.

This includes fresh food such as fruit and vegetables, as well as long-life food and everyday staples like bread and milk.

The shop is in the St Nicholas Centre in Sutton High Street and is **open Thursday, Friday and Saturday mornings**, with deliveries and food restocking mainly taking place on Wednesday.

Around 100 households visit the shop each week and most households contain children, so our food reaches around 350 unique people per month. People visiting the shop (customers) come from a vast variety of backgrounds but all have faced **difficult life experiences**.

The small fee paid helps towards overheads and to provide a sense of dignity in people being able to pay when they 'shop'. We have different sources of donated food and we raise funds to be able to buy extra when we need to. We also work hard to maintain our **5* Food Standards Agency (FSA) rating**.

Beyond food, we want people to **access support** to improve their situation, so we pay Citizens Advice to come to the shop every week and provide advice on topics such as housing, debt and benefits.

The shop is also a **community**, and our **volunteers** really care and want to come alongside people. This usually means offering a cup of tea, a listening ear and prayer, as well as signposting to other support services or community groups. These can be churches, practical support or wellbeing services, to name a few.

The Community Food Shop Team

The Food Shop has a small staff team made up of the **Food Shop Manager** and the **Saturday Supervisor**.

Day to day activities are supported by around 35 brilliant **volunteers** who help with serving in the shop or restocking food and doing light cleaning in the shop.

The Food Shop Manager supervises the staff and volunteers and is supported by the Operations Manager.

Role Profile – Community Food Shop Saturday Supervisor

Reports to: Food Shop Manager

Supervises: Volunteers

Salary: £27,000 per annum pro rata (plus 5% pension commencing from successful completion of probation period).

Hours: 10 hours per week

Working Pattern as below (with occasional working outside of these times).

Friday	12:00-2:30pm
Saturday	9:00am – 5:00pm*

*On the first week of each month, the finish time will instead be 2:30pm and the remaining 2.5 hours will be worked on the first Monday of the month (9:30-12) to join staff meetings at the office.

Some additional hours may be requested from time to time to help cover aspects of the shop delivery on Wednesdays, Thursdays and Fridays.

Annual Leave: 28 days per annum pro rata, including bank holidays

Location: This role is based at the Community Food Shop in the St Nicholas Centre in Sutton, with occasional travel to local supermarkets and the office (Highfield Hall, 320 Carshalton Road, SM5 3QB).

Occupational Requirements:

This role also involves buying/transporting food, therefore it is a requirement that the post-holder is a driver with access to a safe vehicle they are insured to drive for work purposes.

This role involves offering and participating in Christian prayer with members of the public and volunteers, leading devotions and group prayer, and providing pastoral care and supervision to volunteers. It is therefore an occupational requirement for the post-holder to be a practicing Christian.

Role purpose is to:

- Lead sessions in the shop, serving customers and supervising volunteers (35%)
- Ensure a safe and clean environment and equipment to comply with hygiene standards (35%)
- Ensure food is purchased, restocked, stored and handled safely so that we have food available and minimise waste (20%)

- Ensure everything is prepared for the Food Shop sessions to run smoothly (10%)
- Keep Christ central to activities in the Food Shop project (always)

Key role activities:

- On Fridays, purchase and collect food donations as needed from various supermarkets and deliver to the shop.
- Serve in the shop on Saturday mornings, leading the volunteer team, serving customers, using the electronic records system and cashing up.
- Engage with customers compassionately, offering prayer and connecting them to groups and support (spiritual, practical and emotional).
- Maintain excellent food hygiene standards in the handling and storage of food, ensuring food is stored effectively for the following week and minimising waste.
- Responsible for all weekly and monthly cleaning tasks - follow the cleaning rota and ensure that all regular cleaning tasks are completed rigorously and on time.
- Help maintain equipment through routine defrosting of the freezers.
- Complete other tasks to ensure that the shop is ready for opening the following week e.g. updating window displays.
- Ensure excellent record-keeping and communication with the Stock Coordinator and the Manager.
- Once per month, attend supervision and team meetings at the office. Also occasional SCW events outside of usual working hours.
- From time to time, assist on Wednesdays, Thursdays or Friday mornings to cover restocking or store opening when other staff and volunteers aren't available.
- Keep Christ central through leading group prayers with volunteers, offering prayer to customers and leading regular staff devotions.
- Perform any other duties as reasonably required.

We are looking for someone who:

- Shares the Vision, Values and Ethos of Sutton Community Works (see our accompanying 'Who We Are' document)
- Cares deeply for those in need and wants to put their Christian faith into action to serve them through addressing food insecurity
- Is hardworking and thorough when completing tasks
- Is highly organised and has excellent attention to detail

- Has excellent communication and interpersonal skills
- Has experience with volunteers and supervising/leading or coaching others
- Has experience supporting people who are vulnerable or have complex social backgrounds
- Is confident and trustworthy in working independently
- Is comfortable with physically demanding work and spending a lot of time on their feet
- Is comfortable using electronic systems and devices
- Has some understanding of safeguarding, confidentiality and health and safety (training can be provided)

Please note aforementioned occupational requirements.

Ready to apply?

Click here to complete our online application form.

Questions?

Email: operations@suttoncommunityworks.org