

Job Description

Job Title: Community store development worker

Salary: £10.55 per hour, 16 hours per week
Temporary contract for 6 months, with potential for extension

Interview: 4 and 11 October

Closing Date: 29 September

To Apply: Please send CV and cover letter to getinvolved@lewishamhomes.org.uk

Reports To: Chair of 2000 Community Action Centre and Lewisham Homes
community relations manager

Direct Reports: Volunteers

The Main Purpose of the role:

To support development of the community store at 2000 Community Action Centre, 199 Grove Street, SE8 4PG, on the Pepys estate.

Responsibilities:

- Checking members details / credential and determine eligibility
- Get signatures on required forms
- Create and issue membership cards
- Create and issue membership packs
- Following up with and monitor members attendance to the community store
- Respond to new enquiries for membership and enquiries from current members
- Managing and storing all data securely
- Co-ordinating the volunteers
- Organise training for volunteers
- Be a point of contact for volunteers
- Liaise with Fareshare re: stock levels and other requirements
- Order equipment i.e. shelves and fridges
- Find out what extra services members want*
- Developing extra activities and approaching partners to deliver extra services*
- Liaise with all key stakeholder groups i.e. other housing providers in the area, families, young people and older people groups.
- Monitoring and evaluation of the project in partnership with Lewisham Homes.
- Help with efforts to fundraise for the supermarket and extra services.

Generic responsibilities

- To maintain a polite, friendly, helpful and effective customer focussed approach when carrying out all duties.
- Manage petty cash and expenses

- Provide a professional and knowledgeable service when responding to all enquiries, and strive to resolve these at the first point of contact
- Ensure correspondence, enquiries and complaints are dealt with accurately, effectively and within target timescales.
- Maintain excellent customer service in all areas of work
- Provide, interpret and present as required, timely, regular management information
- Actively participate and contribute to the continuous review of the pantry
- Take responsibility for own learning and development to ensure an effective value added contribution to the Service and organisation's objectives are maintained
- Complete work in accordance with agreed targets and timescales
- Ensure all work reflects 2000 Community Action Centre values
- Participate fully and effectively in team working and contribute to a culture of continuous performance improvement
- Comply with all 2000 Community Action Centre policies and procedures in particular Health & Safety and Equality & Diversity

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing needs of the organisation.

If you have a disability and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the role can be adjusted to enable you to meet all of the requirements.

Person Specification

The Person Specification details the key competencies (knowledge, skills and abilities) required to complete this role. For the purposes of recruitment and selection the indicators below will be used in the shortlisting and assessment process for this role.

Framework for Success area	Knowledge, Skills and Abilities
Leadership	Treats people fairly and consistently.
	Proactively builds good relationships, contributing to a positive team spirit.
Planning, Organising and Achieving	Constantly demonstrates a positive attitude to work in all situations.
	Considers issues from a customer perspective.
Equality & Diversity	Considers impact of own actions on others.
	Makes a significant effort to fully understand other people's thinking, ideas and perspective.
Managing Resources	Uses the correct work processes, tools, knowledge and technology to complete tasks efficiently and effectively.
	Acts within the limits of own role's authority.
Taking Initiative, solving problems, Managing Risk	Shows initiative by identifying problems / risks that need to be resolved, and seeks advice when unclear.
	Takes initiative, ownership and responsibility, to get on with things without waiting to be told.
Customer Focus	Takes ownership and responsibility for resolving customer enquiries promptly at point of contact and only refers to others when appropriate.
	Understands all services available, and accurately matches these to customers' needs.
Communicating with Influence	Listens actively and effectively.
	Asks appropriate questions to clarify understanding.
Managing Change	Gives of their best at all times constantly developing own performance and skills.
	Covers for colleagues when needed.