

**West Cheltenham Pantry Manager**

**Responsible to:** Hesters Way Partnership Manager

**Work location:** Hesters Way Community Resource Centre Cassin Drive Cheltenham GL51 7SU

**Basic conditions:** 18 hours per week. Some evening and weekend work may be necessary to carry out the duties of the post. Job Share considered.

**DBS Requirement:** Enhanced Child & Adult Barring

**Salary:** £23,000 (pro rata 37 hrs)

**Job purpose:**

Our West Cheltenham Pantry (WCP) allows families who are struggling financially to shop for fresh groceries on a weekly basis at an affordable price. It is an innovative project, which aims to support people moving away from foodbanks to a place where they are able to make food choices that are right for them, and that they can afford .

This is a great opportunity to develop services and support within our WCP and to help shape new services within the wider community.

You will be innovative, creative, and focused on working in partnership with other local services and community partners developing and delivering creative opportunities for our communities.

**You will be:**

* Someone who believes in people and their potential to achieve more.
* Able to Support and enable people to increase their knowledge, skills and confidence required to take control of their wellbeing, live independently, and improve their health outcomes.
* Develop a great profile in local communities by proactively getting to know agencies and groups that help people achieve what they want out of life.

**Responsibilities:**

* Responsible for oversight of the day to day running and development of the WCP - enabling people to access weekly food within a safe community space.
* To ensure people accessing the pantry have access to a wide range of support networks and can be referred to appropriate and relevant services both within the wider community.
* To support and supervise volunteers who will co-ordinate and monitor front line service at the WCP.
* To quantify all referrals into WCP by phone, arranging initial appointments and quarterly reviews for every WCP client when necessary.
* To coordinate and deliver group sessions within the WCP and communities including meal preparation, recipe development and healthy eating,
* To work with specific communities and GP surgeries to increase awareness of the WCP and liaising with other relevant community groups and organisations within the local area.
* To coordinate volunteer rotas for WCP and take responsibility for providing cover when needed to ensure WCP can open each week
* Be a friendly source of high-quality information and support within the community.
* Ensure all HWP policies and procedures are adhered to
* To work as part of the wider food provision services including liaison with other food pantries and the #feedcheltenhem campaign

**Any Other Duties as Required:**

* To take responsibility for your own time management and administration, maintaining an accurate record of your activities on outlook calendar.
* Ensure paperwork is kept up to date including ensuring accurate records using our case management systems.
* Maintain regular communication with the HWP manager.
* Attend relevant team meetings and training as identified.
* To identify and undertake continual personal and professional development as identified through supervision and appraisal.

**Training:**

The following training is required as part of this role, with the expectation of completing within your six-month probationary period. Additional training may be required to meet the needs of the service and/or contract.

* Adult & Child Safeguarding level 2 minimum
* Information Governance – Data Security Awareness
* Domestic Abuse Identification & Disclosure
* Principles of Effective Client Support (PECS)
* Behaviour Change Theory – eLearning
* Food Hygiene Level 2

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| **Safeguarding** is everyone’s business, there is an expectation and a requirement that staff will pass onto the WCP Designated Safeguarding Manager and local authority any welfare concerns that may arise in the course of their duties. Be aware of Health & Safety and security of premises. Abide by the policies and procedures of the WCP.  |