



Job Description : Social Supermarket Team Colleague

Job Title: Part Time Social Supermarket Team Colleague

Organisation: Kilcooley Women's Centre (KWC) - "Square 1, 1 Kilcooley Square Bangor BT19 1SH

Location: North Down Social Supermarket

Reports to: Head of Learning & Development **Responsible to :** Centre Manager

Salary: £12 ph

Contract Duration: Fixed term contract – 3 Months, potential extension if further funding secured

3 Month Probationary Period, this client facing role, post not suitable for remote working.

Holidays: 25 days per year plus statutory holidays pro rata

Hours of work: 16 hrs (minimum) per week but willingness to work flexibly including evenings and weekends is essential

Start Date: May 2024

The following gives an indication of the current main duties and responsibilities of the post. The post holder will be expected to work flexibly and carry out any other duties appropriate to the role which may reasonably be required from time to time.

Job Objectives

- This team member is responsible for the daily duties associated with running of the North Down social supermarket, based at 1 Kilcooley Square in Bangor. This includes overseeing the day to day running of the store.
- To be responsible for the effective operation of the shop by co-ordinating day-to-day activities.
- To be responsible for coordinating both voluntary and paid staff.
- To assist with leading a motivated staff and volunteer team.
- To be responsible and accountable for maximising shop profit by achieving budgeted income and controlling expenditure in line with budget.
- To achieve profit and customer footfall targets as set by the line manager

About the Organisation:

Kilcooley Women's Centre (KWC), established in 1995, is a charitable organization dedicated to supporting women, children, and families in the Ards North Down region of Northern Ireland. KWC provides a holistic range of services, including personal development, education, training, employability support, mental health programs, community engagement, and social initiatives. Our goal is to empower individuals and communities through various programs that inspire and enable personal growth.

At KWC, we take pride in fostering a positive and supportive company culture. We prioritise the well-being of our staff, emphasizing a caring and inclusive environment. Our commitment extends to maintaining a healthy work-life balance for our team members. To ensure professional growth, we offer ongoing training opportunities, empowering our staff to excel in their roles. Join our team at KWC, where we not only value your contributions but also recognise your overall well-being

About the North Down Social Supermarket:

The Social Supermarket concept provides range of food options fresh from local supermarkets, businesses and farms. Redistributing this surplus food means members can come and shop for their whole family at the fraction of the cost of a supermarket, whilst also saving hundreds of tonnes of food being wasted each year. Ards & North Down is a mix of towns and villages, with some urban centres and many rural areas and there is much disparity in need.

The Social Supermarket is not just about food. Members of the programme will also find a range of free support on offer. Wrap around support for employability, health and wellbeing, training and volunteering opportunities, and signposting to additional services including debt advice, benefit clinics and cooking workshops.

We are looking for a team member with a passion for helping others, a desire to reduce food insecurity and reduce food waste

AMBITIONS OF THE PROJECT

- A social supermarket led by women for vulnerable families across North Down, addressing food insecurity, tackling poverty and disadvantage, realizing equality by removing barriers to engagement and widening participation
- Bring together people through a food project
- Engage a wider range of people in heritage - particularly those hard to reach
- Reach out to disadvantaged groups/individuals experiencing hardship and feel excluded

About You:

You are a dynamic individual with a passion for heritage working in the community. With experience of working in the retail sector, you bring a minimum of 2 years' experience in developing and delivering community food projects, engaging diverse communities, and working in partnership with various organizations. Your proficiency in ICT effective organizational and budgeting skills, and excellent interpersonal and communication abilities make you an ideal candidate.

Responsibilities:

- Responsible for the daily coordination of the shop team and rota, including ensuring that volunteers are available to cover the rota, agreed hours of opening in accordance with agreed policies on manning levels and opening hours.
- Attract, support and retain a team of volunteers and, if shop performance allows, paid social supermarket assistants.
- Ensure the social supermarket is stocked, with food meeting all safety and quality standards
- Provide training for volunteers and staff as and when necessary, including the induction of new volunteers and compliance training eg Food Hygiene
- Attend training courses that support the development of the role and the community shop.
- Co-ordinate and develop the volunteer/staff team, encouraging effective communication, setting objectives,
- Ensure manual handling procedures are adhered to when lifting and moving donations, collections and deliveries
- Work in partnership with community cooking workshops, to manage a recipe board and specials on offer in the shop
- Ensure that the North Down Social Supermarket venue is a safe space for all members and volunteers, that safeguarding procedures are understood and implemented, and members are respected and their confidentiality respected
- Ensure safeguarding of children and adults at all times
- Oversee the offsite stockroom - including overseeing the stock levels, quarterly and annual audits, stocktaking and ensuring a steady flow of stock from stock room to and from the North Down Social Supermarket store.
- Work within the policies and practices of Kilcooley Women's Centre
- Ensure development and expansion in line with need for the North Down Social Supermarket Shop & members
- Co-ordinate training for the Queen Bee café and barista training zone.
- Place orders for stock, co-ordinate collections and delivery for North Down (logistics) Social Supermarket Shop and the Queen Bee Community Coffee Shop and training facility.
- Assist the Head of Learning and Development initiating work plans, and helping to nurture a positive team spirit.

Income Generation

- Maintain effective stock management/rotation and merchandising using the Social Supermarket system.
- Maximise shop sales by initiating marketing campaigns and sales promotions.
- Maintain high levels of shop presentation by merchandising and housekeeping to agreed standards.
- Assist in fundraising events to promote awareness of the shop.

Administration

- Develop and maintain a list of suppliers, promoting and using local suppliers wherever possible, link with the Fare Share co-ordinator re weekly order.
- Monitor customer requests regarding new or different products or services and acting on them as appropriate.
- Order all stock, negotiating the most favourable terms including best price and delivery arrangements.
- Arrange payment of suppliers in accordance with agreed terms.
- Arrange deliveries and collections, linking with volunteer team.
- Check invoices from suppliers against stock records.
- Adhere to all policies and procedures, including those relating to compliance and risk management, with particular reference to: finance, health and safety, food hygiene, and under age items and safeguarding.
- Complete all administration tasks to standards and deadlines agreed with the Line Manager
- Attend and report to meetings as required.

Customer Service

- Provide excellent customer care through quality of service, dealing with any complaints efficiently and effectively, in line with KWC policy.

Project Co-Ordination

- Take day-to-day responsibility for the shop interior and exterior displays.
- Ensure daily cleaning and food hygiene schedules and documentation are carried out.
- Ensure all shop equipment is regularly monitored and kept in good working order.
- Inform the Project Manager of necessary repairs and maintenance.

Security

- Act as the main key holder and delegate key holding to other staff/volunteers in accordance with agreed guidelines.
- Ensure the security of shop takings.
- Ensure that security procedures are understood and implemented by all volunteers and staff, including confidentiality standards and data protection issues.

Miscellaneous

- To carry out any other duties within the overall objectives of the job when requested by the Project Management and Senior Management Team.
- Work within the parameters of the policies and procedures of the organisation
- Comply with legislative frameworks relevant to the post
- Undertake, as may be required, such other reasonable duties commensurate with the post
- Appointment will be subject to a satisfactory enhanced Access NI disclosure and references.
- Ensure Health and Safety standards are maintained for events and outreach programs.
- Undertake any other relevant duties as required.
- Support partnership working with external organisations, and to maintain good communications with partners.
- Ensure all events and outreach work is carried out to professional standards. Attend and contribute to relevant initiatives, forums and networks to support partnership working and enhance the collaborative work of KWC and the development of a heritage cluster in Bangor
- Adhere to compliance, of organizational, policy and procedures, financial and administrative requirements of the organization and regulatory bodies eg Company House and Charity Commission.
- Undertake any such other relevant duties as may arise from time to time as required.

Person Specification: Community Heritage Co-Ordinator

	ESSENTIAL	DESIRABLE
Skills Attainments / Education	<ul style="list-style-type: none"> ▪ Level 2 Food Hygiene Qualification (or commitment to achieve this on successful application for role) ▪ Basic ICT skills ▪ Knowledge and awareness of the issues faced by our client group ▪ Full Clean Driving License - for insurance reasons, as the role involves driving, the person appointed must be at least 22 years old ▪ Experience of social media platforms 	<p>-Additional qualification(s) / training in areas relevant to the role including but not limited to:-</p> <ul style="list-style-type: none"> -Leadership -Education and training -Community development -Facilitation -Social Enterprise -Administration -Marketing <p>Experience of an EPOS System</p>
Experience	<ul style="list-style-type: none"> • A minimum of 2 years' experience, paid or voluntary, gained in the last 5 years of: • Experience of working in retail including stock management/rotation/replenishment • Experience of working with people from socially disadvantaged backgrounds • Experience of working within a budget • Experience of working in a retail / food environment • Experience managing money 	<p>Experience of;</p> <ul style="list-style-type: none"> • Developing and/or delivering heritage-focused projects. • Experience of working in and engaging with rural communities using a strong community development approach. • Experience of developing and/or managing community facilities.

<p>Skills / Qualities/Attitudes</p>	<ul style="list-style-type: none"> • Possess an enthusiastic, friendly and engaging manner with good interpersonal skills • Excellent customer service, written and verbal communication skills • Ability to work independently and be self motivated, but also able to work as part of and co-ordinate a small team • Ability to prioritise and organize workload • Ability to motivate others • Ability to plan, co-ordinate, monitor and build good working relationships with individuals and partner organisations • Ability to maintain confidentiality and professional boundaries in all work related matters • Committed to KWC policies including equality and diversity • Ability to work independently, as a self starter, working to deadlines, key performance indicators and budgets. • Flexibility on working hours to meet the needs of the business and rota requirements • Open, honest, and trustworthy with the ability to build positive community, funder, and stakeholder relationships. • Ability prioritise workloads to meet deadlines. • Administrative and budgeting skills • Excellent interpersonal and communication skills. 	<ul style="list-style-type: none"> • Ability to produce reports, presentations, and other materials for a wide range of stakeholders. • Experience of procurement and value for money exercises • Ability to gather and analyse information to improve project delivery. • Ability to recruit, supervise and motivate volunteers.
<p>Knowledge & Values</p>	<ul style="list-style-type: none"> • Broad understanding of the community and women's sector in Northern Ireland. 	<ul style="list-style-type: none"> • Engagement with elected representatives.

<p>Circumstances</p>	<ul style="list-style-type: none"> • Willingness to work flexible hours in evenings and weekends on occasions eg events • you will be able to travel off-site on a regular basis. 	<ul style="list-style-type: none"> •
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Please note that it is anticipated that this post will commence on 01 June 2024

We look forward to welcoming an enthusiastic and dedicated Social Supermarket Team Colleague to join our team and contribute to the success of the Social Supermarket project

Application Process: Heritage Engagement Officer

- Applicants must **complete and sign** the Application Form included in **Appendix 2**.
- Applicants are required to also **submit a CV** and **bespoke covering letter** outlining their suitability for the specified role.
- **Cover letter must be 2 A4 pages maximum (one sided only) and CV 4 A4 pages maximum (one-sided only). Font size 11.**
- Within your cover letter, you should provide evidence that you meet each of the **criteria contained in the person specification** by giving examples of what you have done, and demonstrating how you believe you meet each requirement. The shortlisting panel cannot make any assumptions. Simply asserting that you have the required knowledge and skills is not sufficient.
- Applications will only be accepted by email to hr@kilcooleywomenscentre.co.uk
- To be accepted the application **MUST** include the **Monitoring Form** (Appendix 3).
- **Application form, cover letter, CV and equal opportunities monitoring form** must arrive by **5pm on Thursday 16 May 2024**.
- Access requirements: Please let us know about any reasonable adjustments you may require during the recruitment process, including the application stage.
- We may only interview those applicants who appear, from the information provided, to be the most suitable in terms of the person specification provided.

Equal Opportunities

- KWC is an equal opportunities employer. KWC does not permit unlawful discrimination of any kind against any person on grounds which include gender, sexual orientation, marital status, religious belief or political opinion, race, or disability. Unlawful discrimination is defined as treating a person less favourably than others are or would be treated in the same or similar circumstances.

Canvassing

- Canvassing in any form will, if proved to the satisfaction of KWC, disqualify a candidate for the appointment.

Interviews

- **Interviews will be held on 23 May 2024** . Please ensure your availability for interview on this date, including the evening, as it is not possible to arrange an alternative date.

Job Description

- The duties outlined in the Job Description serve as a guide to the current and primary responsibilities of the post. These will inevitably vary as the role develops and the Job Description will be reviewed on a regular basis. Changes will be subject to consultation with the post holder.

Appendix 1 - Background Information

Kilcooley Women's Centre (KWC) was established in 1995, to support women, children and families in the Ards North Down region of Northern Ireland. KWC provides a holistic grassroots project delivering a range of services for women, children and families across the Borough of Ards and North Down including the rural peninsula. KWC aim is to reach out to all , to enhance their role in their lives.

KWC provides a wide portfolio of programmes, including personal development to promote self-confidence and self reliance, community participation, improve health and wellbeing, and social skills. Education, Training & Employability– providing training and education to enhance economic and social inclusion, develop leadership skills and improve employment prospects. KWC provides a wrap around holistic programme engaging older persons to tackle social isolation, young people and early intervention childcare service, parenting programmes and young women's initiatives encouraging participation in good relations and promoting arts, heritage and culture for disadvantaged groups. We engage a high percentage of older people who are living in social isolation, both in rural and urban communities and we use a range of community interventions to reduce social isolation and improve community cohesion, intergenerational engagement and community action. We engage the community in all stages of project development and delivery, to ensure we are meeting identified need and through co-design approaches and methodologies, we work with local people to deliver a 'Community Wealthbuilding' civic society,

MAIN ACTIVITY

- o Early intervention support for vulnerable women, children and families
- o Mental Health Programme including supporting carers
- Arts, Culture & Heritage engagement programme
- o Music Programme – Community Choir & Ukulele Group
- o Afterschools & Out of Schools Project
- o Community Summerscheme
- o Soft Skills Training (Positive Mental Health Support)
- o Early Intervention Parenting Support
- o Accredited Learning & Training Programme (Entry Level to Level 5)
- o Vocational Learning & Training Programme (Entry Level to Level 3)
- o Employment Support Programme - CV Building, Interview Preparation,
- o Employment Mentor (1-1 Support)
- o Erasmus+ Transnational EU Mobility & Shared Learning Programmes
- o Health & Wellbeing Programme
- o Cook It (cooking on a budget, healthy eating)
- o Physical Activity Programme - Yoga, Tai Chi, Chi Mi, Chair Based Yoga, Chair Based Exercises
- o Small onsite Foodbank (crisis intervention with Bangor Foodbank)
- o Community Development for disadvantaged areas in Ards North Down
- o Healthcare Wellbeing Welfare Packs (washing powder, sanitary pads/tampons, shampoo, deodorant, shower gel, toothpaste, toilet roll)
- o Baby Box programme for vulnerable children / families
- o Peacebuilding & Good Relations - delivery of programmes on behalf of Council across the Borough, uniting

community and civic society. Delivering quality innovative programmes.

- o Social Economy Development - currently developing a social supermarket and other social enterprise opportunities, Business & Leadership programmes

- o Community Events - promotion of community cohesion by getting the community together. Building relationships and community ownership. This includes key times of the year such as Easter, Christmas, Summer, International Women's Day etc. for over 100 children during the summer. This targets the most disadvantaged children to provide them with breakfast, lunch and quality educational and physical activities. It also removes the issue of holiday hunger which many of the participants face.

- o Community arts, crafts and heritage, linking culture with community action

In the subsequent years, KWC as extended its operational delivery to include arts, heritage and social enterprise, operating the Social Supermarket, Ladybirds Children's Services and the Old Market House in Bangor. It currently operates as a successful daycare/childcare facility, co-working space and social supermarket.

REF NO:

Appendix 2

APPLICATION FORM

Application Check List

- ✓ **Cover Letter: 2 pages max, one-sided only, Font size 11**
- ✓ **CV: 4 pages max, one-sided only, Font size 11**
- ✓ **Application form**
- ✓ **Full Drivers licence and access to transport**
- ✓ **Eligibility to work in the UK**
- ✓ **Able to start on 8th April 2024**
- ✓ **Equal Opportunities Form**

SURNAME: MR/MRS/MS
FORENAMES:
ADDRESS:

POSTCODE:

TELEPHONE NO: Work Home:

Mobile: Email:

POSITION APPLIED FOR: **PT Social Supermarket Team Colleague**

Are you eligible to work in the UK? Y / N

A full driving licence and access to transport for work purposes or access to another form of transport that would allow the postholder to meet the travel requirements of the post is essential for this role.

Please indicate if you meet this requirement? Y / N

Are you able to begin if appointed on 01 June 2024? Y / N

REFEREES - Please provide the name and address of two referees who should have knowledge in a working/academic capacity (one should be your most recent employer if relevant). Ref will only be taken up at appointment stage.	
<i>Past Employer</i>	<i>Other</i>
Name:	Name:
Position:	Position:
Address:	Address:
Tel No:	Tel No:

Are you eligible to work in the UK? Yes No

You will be required to provide documentation to support this claim (under Section 8 of the and Immigration Act 1996) if offered the post.

I certify that all the information I have given is correct to the best of my knowledge. I understand knowingly giving any false information may result in any job offer being withdrawn or, if ap to dismissal.

Signature of Applicant:**Date:**

Appendix 3 – Equal Opportunities Form CONFIDENTIAL

KWC wants to meet the requirements of the Equality Act 2010 and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary. The information provided will be kept confidential and will be used for monitoring purposes.

Please return the completed form together with your cover letter and CV to hr@kilcooleywomenscentre.co.uk

Sex and gender identity What is

your sex?

Female Male Prefer not to say

Is the gender you identify with the same as your sex registered at birth?

Yes No Prefer not to say

If the gender you identify with is not the same as your sex registered at birth, please write in:

Age 16-24 <input type="checkbox"/>	25-29 <input type="checkbox"/>	30-34 <input type="checkbox"/>	35-39 <input type="checkbox"/>	40-44 <input type="checkbox"/>	45-49 <input type="checkbox"/>	<input type="checkbox"/>
50-54 <input type="checkbox"/>	55-59 <input type="checkbox"/>	60-64 <input type="checkbox"/>	65+ <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>		

What is your ethnicity?

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

Asian or Asian British

Indian Pakistani Bangladeshi Chinese Prefer not to say
 Any other Asian background, please write in:

Black, African, Caribbean or Black British

African Caribbean Prefer not to say
 Any other Black, African or Caribbean background, please write in:

Mixed or Multiple ethnic groups

White and Black Caribbean White and Black African White and Asian Prefer not to say
 Any other Mixed or Multiple ethnic background, please write in:

White

English Welsh Scottish Northern Irish Irish
 British Gypsy or Irish Traveller Prefer not to say
 Any other White background, please write in:

Other ethnic group

Arab Prefer not to say Any other ethnic group, please write in:

Do you consider yourself to have a disability or health condition?

Yes No Prefer not to say

What is the effect or impact of your disability or health condition on your work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a 'reasonable adjustment', then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

What is your sexual orientation?

Heterosexual Gay Lesbian Bisexual Asexual Pansexual
 Undecided Prefer not to say

If you prefer to use your own identity, please write in:

What is your religion or belief?

No religion or belief Buddhist Christian Hindu Jewish
 Muslim Sikh Prefer not to say

If other religion or belief, please write in:

What is your working pattern?

Full-time Part-time Prefer not to say

Do you have caring responsibilities? If yes, please tick all that apply

None

Primary carer of a child/children (under 18)

Primary carer of disabled child/children Primary carer of disabled adult (18 and over) Primary carer of older person

Secondary carer (another person carries out the main caring role) Prefer not to say