



The Charlotte Harvey Trust

Watton Food Hub Supervisor

Job Description

Part-time: 15 hours/week

Watton Food Hub

The Charlotte Harvey Trust and Watton Town Council are working with Nourishing Norfolk and Breckland Council to set up a new 'Food Hub' in Watton.

A food hub is a shop which sells basic, essential food items at reduced cost. Stock is a mixture of donated and purchased food, the aim being to ensure that a range of basic items are always in stock. The idea is to bridge the gap between 'emergency' food provision (via Food Banks) and supermarkets.

It is expected that the Food Hub will initially be open for 2 days per week and will be staffed by volunteers. It will be part of a Breckland and Norfolk wide network of similar Food Hubs.

Job Purpose

The Supervisor will be responsible for all aspects of the Food Hub, including working in the shop when necessary. They will be responsible for the day-to-day running of the Hub as well as taking an overview of it's financial planning and management. They will be responsible for recruiting, training and managing volunteers to man the shop.

Job Description

Overall Job Objectives:

- To be responsible for the effective operation of the Watton Food Hub by managing day-to-day activities.
- To be responsible for recruiting and managing voluntary staff.
- To be responsible and accountable for sourcing food and non-food products for the shop.
- To be responsible for the financial management (income and expenditure of the food and non-food products)
- To work directly "on the till" when necessary.

Employer:

- Watton Town Council on behalf of The Charlotte Harvey Trust

Place and Hours of Work:

- Watton Food Hub, Watton Community Centre, Harvey Street Watton.
- 15 hours a week. Hours of work to be agreed but likely to include either two mornings or afternoons.
- A mobile phone and laptop will be provided.
- Watton Town Council and the Charlotte Harvey Trust operate a no smoking policy throughout its premises.

Contract Type:

- One year initial contract with possible extension to 3 years.
- There may be a requirement for some Saturday work.

Salary:

- £20,444 per annum, pro rata (15 hrs per week equates to £8288.11).
- Holiday Entitlement: Pro rata, based on 25 days per year full-time.

Line Management:

- The Shop Supervisor will report to the Town Clerk.
- The Watton Town Council team will provide direct financial management support.

Main Tasks and Responsibilities

Recruiting and Managing Volunteers:

- To be responsible for the daily management of the shop team, including ensuring that volunteers are available to cover the agreed hours of opening in accordance with agreed policies on manning levels and opening hours.
- To attract, support and retain a team of volunteer shop assistants.
- To ensure provision of training for volunteers as and when necessary, including the induction of new volunteers.
- To attend training courses that support the development of the role and the community shop.
- To lead and develop the volunteer/staff team, encouraging effective communication, setting objectives, initiating work plans, and helping to foster a positive team spirit.

Shop:

- To provide of frontline shop service.
- To maintain effective stock management and merchandising.
- To liaise with supermarket and food providers community officers to gain support for promotions.
- To maintain high levels of shop presentation by merchandising and housekeeping to agreed standards.
- To assist in events to promote awareness of the shop.

Administration:

- To develop and maintain a list of suppliers, promoting and using local suppliers wherever possible.
- To order all stock, negotiating the most favourable terms including best price and delivery arrangements.
- To arrange payment of suppliers in accordance with agreed terms through Watton Town Council finance team.
- To arrange deliveries and collections.
- To check invoices from suppliers against stock records.
- To adhere to all policies and procedures, including those relating to compliance and risk management, with particular reference to finance, health and safety, food hygiene, alcohol and underage items and safeguarding.
- To attend meetings and report to team meetings.
- To be a member of appropriate networks and forums such as Nourishing Norfolk Network and Feeding Britain.

Premises Management:

- To assume day-to-day responsibility for the shop interior and exterior displays.
- To ensure daily cleaning and food hygiene schedules and documentation are carried out.
- To ensure all shop equipment is regularly monitored and kept in good working order.
- To inform the Management Committee of necessary repairs and maintenance.

Security:

- To act as the main key holder and delegate key holding to volunteers in accordance with agreed guidelines.
- To ensure the security of shop takings.
- To ensure that security procedures are understood and implemented by all volunteers, 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 Management Committee.
- **Use of personal vehicle will most likely be needed.**

Person Specification

Attributes	Details	Requirement
Education and Training	Good keyboard and IT skills including Excel. Experience of till systems and card systems Basic Food Hygiene certificate	Essential Desirable Desirable
Knowledge and Experience	An understanding of retail industry Community work Customer facing role experience Experience of working with volunteers.	Desirable
Skills and Abilities	People person able to make connections and network. Self-starter; work independently; take initiative; seize opportunity. Discretion Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles, and diversity	Essential
Other	Driving licence	Essential
Security	DBS check would be required before starting work.	Essential
Health & Safety	The risks associated with this role are commensurate with a community based role - including Lone Working. The job requires some lifting, manual handling and climbing to low heights.	Essential

Information

Food Hubs in Norfolk

The Norfolk Community Foundation have set up 'Nourishing Norfolk' to establish and support a network of Food Hubs across Norfolk. The aim is to bridge the gap between 'emergency' food provision (via Food Banks) and supermarkets. They have established a Food Hub in Thetford which is up and running and a Mobile Food Bus which will serve villages in Breckland.

Both Breckland Council and Norfolk County Council are very supportive of the initiative.

A food hub is a shop which sells basic, essential food items at reduced cost. Stock is a mixture of donated food and purchased stock, the aim being to ensure that a range of basic items is always in stock. The hub needs to cover its running costs so that overall the income from sales must cover the cost of stock.

Users of the Hub need to register but there is no membership fee. The aim is to create a stop gap to get people through a problem, not to provide a permanent solution.

A hub doesn't need to be huge or open every day provided it's availability is consistent and reliable. It is a long term commitment; it needs to be sustainable and able to be supported in the longer term. This means being able to provide staff (employed and volunteers), a shop venue and a room for storage of stock.

Watton Food Hub

The Town Council and the Charlotte Harvey Trust are very pleased to be able to use Watton Community Centre to house a Food Hub for the town. It is in a good position relative to the town centre and the local schools.