

Recruitment Information Pack



Store Manager

Fixed Term for one year

To apply:

Please apply by sending your CV (including current salary) and a supporting statement to cdm@rvs.org.uk. Your statement should explain why you'd like the role, what you will bring to the organisation and how your skills and experience reflect those specified. Your statement should be no longer than three pages.

For more information, please see our Application Guidelines.

We will be assessing applications as we receive them and interviewing on a rolling basis. We may therefore close the recruitment at any time, so we encourage you to submit your application as soon as possible.

Thank You!

Thank you for your interest in the Community Grub Hub CIC (CGH). In these early stages of the project Rushmoor Voluntary Services (RVS) is hosting the post. Your employment will be transferred to the CGH board of Directors at a later stage. This information pack should provide all the information that you need but please don't hesitate to contact RVS Community Development Manager (CDM), Heather Chalkley for further details cdm@rvs.org.uk, 07484698504

We are also able to be flexible on some aspects of the role so we would encourage you to contact Heather if you would like to discuss the role or person specification in more detail.

About RVS

Established as a registered charity in 1971, RVS are the Council for Voluntary Service (CVS) in Rushmoor. Our role in the community is to champion volunteering and to support any voluntary or community group working in the Borough of Rushmoor.

Our Mission states that, in partnership with the voluntary, statutory and business sectors, enabling all the people of Rushmoor to play a full and active part in the life of the local community.

One way in which we have achieved this recently is to work in a local partnership model with Rushmoor Borough Council and community groups and individuals to develop a Community Grub Hub (CGH) with a Community Store in Aldershot. The purpose of the Community Grub Hub Community Interest Company (CIC) is to reduce food poverty and food waste.

This arose from the experience of working in partnership in leading and coordinating the local response to the Covid-19 pandemic which has reinforced our intention to change how we support our community. Part of our role as a Council of Voluntary Services is to support new groups during their set up phase. We can play a key role in providing 'off the shelf' documents and matching up organisations with mentors from similar, established members. This is alongside our usual volunteer, funding and governance support. We have the capability to become an incubator for fresh ideas and new groups.

The pandemic has revealed and created a number of social issues in our neighbourhoods, that local people are keen to address. Key issues are social isolation and food poverty. The many hundreds that stepped up to volunteer have had their eyes opened. They cannot unlearn the knowledge they have gained, particularly regarding these issues that were there, but hidden, before the pandemic struck. They have also experienced how a community can work together, how to 'get organised'.

Great progress has been made. The Community Store has been established. It opened on 7th December and to date we are supporting 170 households. The CIC has also been created and its new Board of Directors is currently being established. The next phase of this exciting project is to transfer the 'ownership' of the project from RVS to the CIC so that the CGH becomes an independent charitable company/social enterprise.

At this point the employment contract will transfer from RVS to the CGH CIC although RVS will remain in a supporting role on The Board.

The Role

The purpose of the CGH is to reduce food poverty and food waste.

The CGH Store Manager will run the store and manage a team of supporting volunteers.

The Store Manager role has two main purposes. Firstly, the practical running of a community store and the management of a team of volunteers. This includes maintaining the food partnerships we have with local suppliers and community donators: supermarkets; faith groups; local organisations etc. Secondly, to develop wrap around services in the store that complement the food support. This will involve talking to existing services, the local community and putting together a development plan. The plan will be agreed by the Directors. The Store Manager will be supported to implement it.

To enable this process, The Store Manager will manage a team of volunteers and work with partner organisations, Rushmoor Borough Council and Karuna Action. RVS will support the project, by hosting this post, holding the lease to the community store, providing insurance and line management supervision, until such time that the CIC has a new Board of Directors to take over.

Reporting to the CDM, you will work alongside the current directors and partner organisations.

We offer:

- A fixed term contract for twelve months at 30 hours per week.
- This is subject to on-going satisfactory performance and delivery against targets.
- The intention will be to extend the post, subject to funding.
- A salary of circa £18,850 p.a. (£22,000, full-time equivalent), according to relevant experience.
- Auto enrolment in the company's defined contribution pension scheme. Individual contributions are flexible subject to statutory minimum and maximum limits; RVS contributions will be paid in accordance with policy. You will be able to opt out if you already pay into a private pension.

- Mileage and out-of-pocket expenses undertaken on behalf of CGH, paid in accordance with the Inland Revenue mileage rates for business travel e.g., 45p per mile for travel by car.
- 17 days paid annual leave plus statutory days.
- Free parking during working hours.

Job Description

Whilst the overarching aim of this role will remain, the specific responsibilities will be reviewed in line with the strategic development of the organisation.

Priorities

- Manage volunteers to support the running of the Community Store.
- Oversee the training and induction of volunteers.
- Maintain and develop partnerships with the food supply chain.
- Continue the development of the food operation.
- Ensure building and food safety regulation compliance.
- Develop wrap around services. These are complementary support services to provide pathways out of food poverty. They can include cookery classes; linking with relevant partner organisations to provide advice and information around money, food and fuel poverty; meal planner boxes; transport.
- Develop publicity and communication systems.
- Implement policies and procedures.
- Work with current Directors to achieve a work programme.
- Take part in line management supervision.

Main Duties and Responsibilities

- Develop Volunteer strategy.
- Maintain and develop Food partnerships with suppliers and donators.
- With your team of volunteers:
 - Continue developing the food operation.
 - Create publicity that will support Community Store operations and charity development.
 - Ensure compliance with landlord's regulations (Rushmoor Borough Council).
- Develop partnerships with other organisations to create wrap around services.
- Liaise with current Directors on key decisions and report on progress.

Communications

- Contribute to web and social media design, content and management.
- Assist with the development and delivery of a communication strategy.

Administration

Work with the CDM and Directors to provide timely reports for:

- RVS Board of Directors on performance and related information.
- Project funders and partner organisations.

General

- Support good internal communications and a positive working environment.
- Maintain good working relations with key individuals and other organisations within the voluntary, statutory, public and business sectors active within Rushmoor.
- Promote equality and diversity in all undertakings.
- Undertake other duties as requested by the CDM that are commensurate with the post and the development of the organisation.
- In all undertakings ensure compliance with RVS policies.

About You

- You will be educated to a high standard, be administratively self-supporting and possess good IT skills.
- You will possess a positive, 'can do' manner, be approachable and respectful with the ability to motivate and influence people.
- You will have experience of project and people management, ideally within the voluntary sector or the food industry.
- You will understand what best practice in project management looks like and are comfortable advising and supporting others to achieve this.
- You will have a full driving licence, preferably with D1 category
- You will be MiDAS qualified to drive a minibus or willing to complete the MiDAS training.

Values and Aptitude

Essential

- Ability to develop good working relationships with colleagues at all levels, in a range of organisations.
- Able to monitor and maintain own standards.
- Ability to work on own initiative, prioritise and meet deadlines.
- Methodical and effective approach to work, with attention to detail, and good time management.
- Flexible approach and willingness to work as part of a team with ability to make positive contributions to benefit the whole organisation.
- Demonstrate an inclusive mind-set.

Desirable

- Proven interest in supporting the Rushmoor community.
- Experience of outcome focussed approach to service development.
- Experience of monitoring service performance against targets.

Education, Administration and Communication

Essential

- Demonstrable organisation skills and capacity to manage a high volume and varied workload.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to manage and interpret statistical data and produce required reports using excel and other applications as appropriate.
- Strong interpersonal and communication skills.

Desirable

- Degree in relevant topic or project management qualification.

Voluntary Sector Knowledge

Essential

- Experience of working with volunteers.
- Experience of running or supporting voluntary organisations and/or community groups.

Desirable

- Experience of project management within the voluntary sector.
- Experience of working with food poverty projects.

Community Initiatives

Essential

- Experience of working in partnership to meet common objectives.

IT Skills

Essential

- Knowledge of Office 365 and Windows10.

Desirable

- Ability to create publicity material.
- Ability to navigate and create content for websites and social media.

Information Governance

Essential

- Understanding of GDPR.
- Ability to take responsibility for appropriate levels of access and control.