

Job Description

Job Details			
Job Title:	Pantry Assistant	Location:	Castlemilk
Service Area:	Customer Services	Responsible to:	Community Investment Manager
Grade:	EVH Grade 3 £22,994 full time equivalent Pro-rata for 16 hours per week (Monday, Tuesday & Wednesday)	Responsible for:	Stock Control/Customer Service
Job Summary			
<p>Our Pantry Assistant (<i>Stock Control/Customer Service</i>) will be required to assist our Pantry Co-ordinator with Customer Service, Stock Control and Management of our product lifecycle.</p> <p>The post holder must be customer and community focused with the ability to work well as part of a team with the ability to work in a fast-paced environment.</p> <p>The main responsibilities of the role are as follows :-</p> <ul style="list-style-type: none"> • Ensure that stock is counted accurately and stored within lifecycle dates • Checking that food deliveries are correct, accurate and in-date • Occasional cover for Pantry Co-ordinator • Customer services including membership database, queue system, hospitality and member enquiries. • Preparation of store prior to opening. • Operating our till system “izettle” including setting up float, supporting new volunteers and covering volunteers on their breaks. • Cashing up • Labelling and stock replenishment • Food waste and date checks <p>Experience in Cash Handling; Food hygiene; Health & Safety and Manual Handling would be preferred; however, training will be available such as Manual Handling; Food Hygiene; First Aid & Health & Safety.</p> <p>A full driving licence and access to a car is desirable.</p>			
Job Outputs			
<p>The post holder will carry the formal responsibility for delivering the following key tasks, which will be achieved through effective working relationships with those in the identified key relationships. However, this job description does not limit or define the scope of this role.</p>			
Key Tasks		Includes the requirement to:	



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Maintaining Operational and Organisational Standards

- Act in the best interests of Ardenglen Housing Association at all times.
- Support Ardenglen Housing Association's goals and values.
- Encourage and drive quality and continuous improvement of processes used across the team.
- Follow all policies and procedures.
- Adapt to legislative, regulatory, and organisational changes in the work environment.
- Servicing of members.
- Ensure that the shelves are stocked and categorised as per our food inventory.
- Ensure stock is counted, correctly stored and labelled and within its lifecycle.
- Receive Product Deliveries.
- Highlight any delivery or supplier issues to the Pantry Co-ordinator.
- Ensure that the cleaning of The Pantry Store is maintained at all times.
- Identify Food types for Pantry Meals Packs and Prepare Meal packs (when required).
- Collection of donations and Surplus Food from Supermarkets and Suppliers (when required).
- Undertake weekly checks of stock room to assure we are adhering to all health and safety guidelines.

Ardenglen Housing Association continues to develop as an organisation, necessary to deliver its long terms aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to respond to these within the scope of their job role.

Key Relationships

- Community Investment Manager
- Pantry Co-ordinator
- Other Community Investment Team Members
- Liaise with project partners and suppliers

Special Conditions

- You may occasionally be expected to undertake activities out with working hours, e.g. training or critical incidents/emergency situations that may arise.
- To undertake relevant training, necessary to maintain high standards in the quality of work and compliance as outlined in the Job Outline and Key Competencies and as identified in the personnel development process.
- Ensure that you adhere to and are fully conversant with any Health & Safety regulations provided by the Association.
- To actively promote the Equality and Diversity Policy in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- The post holder must work in accordance with the Association's performance standards, core values and any instructions and/or training received.



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- The Job Outline is indicative of the nature and level of responsibility associate with the post. It is not exhaustive, and the post holder may be required from time to time to undertake such other reasonable duties as may be required by Chief Executive or Board of Management.

Review

The Job Outputs will be reviewed as and when required in accordance with the Association's review mechanisms.

