



Role Description

Title: Good Shepherd Community Shop Co-ordinator

Reports To: Service Manager

Salary: £13 - £15 PH depending on experience

Hours: 35 hours per week, part time hours can be discussed for the right candidate

Fixed Term 12 months with possible extension.

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery, and create pathways out of poverty.

Values

Our core values are hospitality and compassion without discrimination. We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

Role Summary

You will be responsible for the day-to-day support to our food services across three sites. Including loading, transporting and unloading food deliveries, supporting stock checks, ensuring the safety and cleanliness at all sites, and supporting the operation of the community pantry and community shops.

Duties and Responsibilities

- Whilst based at Good Shepherd dining service or community shops, support the running of the projects.
- Assist with supervising and allocating tasks to volunteers and company volunteer groups.
- Act as a key handler for opening and closing shops.
- Monitor the building security ensuring all doors are secured and appropriate checks have been made.
- Accept and record donations/ deliveries of food and other goods.
- Handle cash and operate tills. Recording all necessary data required for reporting.
- Transport deliveries across sites.
- Maintain positive relationships with visitors and supporters of Good Shepherd.
- Record and update service user activity in line with Good Shepherd Confidentiality Policy.
- Work with kitchen and shop staff to ensure food is handled in line with Good Shepherd policies and in compliance with Environmental Health standards.
- Ensure cleanliness of the service areas across our food service sites.



- Complete end of service checks ensuring all areas are completed and signed off.
- Manage waste disposal and recycling.
- Maintain a high level of professional boundaries in line with Good Shepherd Policy.
- Observe all health and safety regulations related to the role and always comply with Good Shepherd Policies and Procedures.
- Work with customers and be creative with stock offers.
- Any other duties which reasonably fall within the range and responsibilities of this post, as requested by a member of the management team.

Person Specification – Project Worker

Required experience, knowledge & skills

- Ability to manage own time, prioritise tasks and maintain accountability for your work.
- Hold a full driving licence.
- Experience using a computerised database/CRM to record and update information
- Personable, with excellent communication skills.
- IT skills and ability to use MS Office (Word, Excel, Outlook).
- Work proactively with internal and external teams, including volunteers.
- Cultural awareness with the ability to work non-judgementally with a person-centred focus.
- Maintain confidentiality of all data and information.
- Accurate record keeping.
- Ability to maintain clear professional boundaries.
- Open minded and willing to undertake additional training relevant to the role.
- Strong understanding of health and safety principles, including manual handling.
- Willingness to work some Saturdays.

Desirable experience, knowledge & skills

- Experience working with vulnerable adults.
- Knowledge of homelessness and related issues.
- Understanding of recovery and strengths-based ways of working.
- Experience in retail or shop settings.
- Lived experience preferable.

This post is subject to an enhanced DBS check. The Good Shepherd values lived experience and a copy of our policy on recruiting ex-offenders is available with the application form.