

Volunteer Role Description

Pantry Assistant

About the Trust

North Smethwick Development trust delivers a variety of activities and services that include a combination of social enterprises, community projects and services to improve the lives of families, adults, children and young people.

The pantry was developed as part of a response to the national pandemic and we have worked with a number of community members, businesses, charities and local council to develop our food offer. Your Local Pantry Brasshouse is a brand-new initiative where members can do a weekly shop for a small amount of £4. The service is designed to take the pressure of a weekly shop. We want to throw people a lifeline, helping families and individuals to stretch already limited budgets so they can afford to make ends meet, pay bills and for other essential items. Our aim is for this service is to bring affordable food and support to the people and households who need it most.

What is a Pantry Assistant?

A Pantry Assistant takes care of customers in the Pantry environment and ensures they have an enjoyable experience. This role involves manning a shop floor and tending to the needs of customers. The main duties include helping customers with their food shopping needs, handling payments and keeping the pantry/stockroom floor neat and presentable.

What's in it for you?

- Becoming part of a friendly and dedicated team
- Meeting people from our rich and diverse communities
- Making new friends
- Improving your communication and social skills and building your confidence
- Enjoying new experiences and learning something new every day
- Gaining skills that support employability.

What's involved?

- To meet and greet customers visiting the Pantry
- Building a rapport with customers
- Checking customers in and out
- Booking customers in for their next appointment
- Working on a point-of-sale system and cashing up the till at the end of the shift
- To assist customers with their shopping
- To ensure the Pantry is kept well stocked and well presented
- Receiving and unpacking deliveries
- Assisting with regular stock-takes

- Packing and replenishing shelves as needed
- Assisting with the setting up of promotional displays
- Informing customers of promotions and recommending products/meal ideas
- keeping a pantry and stockroom tidy and organised
- Be familiar with and follow the NSDT Data Protection Policy when handling personal data
- Becoming familiar with and then following the NSDT Safety Policy at all time
- Training and development

This role will suit people who...

- Enjoy working as part of a team and working independently
- Have good written and verbal communication skills in English
- Are enthusiastic about the work of NSDT
- Are interested in developing a career within retail stock control or as a cashier
- Previous experience of working in retail or cashier skills is desirable but not essential
- Are flexible and able to take direction.
- Can work with on a tablet or laptop (training would be provided)

Additional information

Location	Brasshouse Community Centre, Brasshouse Lane, Smethwick, B66 1BA
Time commitment	We would ideally like you to commit to volunteer with us for a minimum of six months. We do support flexible volunteering and would ideally like you to volunteer minimum of one day per week with hours to suit.
Staff Contact	Community Food Hub Manager Liane Smith
Tel	07591 596976 (Monday to Friday 9.30-4.00pm / 0121 555 5672
Email	Liane.smith@nsdt.org.uk
What you need to wear/ bring	Uniform top is provided. Volunteers must wear trousers or smart jeans with flat closed toe sensible foot wear
Training/Resources	Full induction and training will be given. You will also be participating in regular one-to-one supervision, group supervision sessions and work-related training.
Expenses	Out-of-pocket expenses for travel can be claimed and other reasonable expenses (agreed in advance of any claim as part of our volunteer policy).

THANK YOU FOR YOUR INTEREST IN THIS ROLE