

SUPERMARKET ASSISTANT

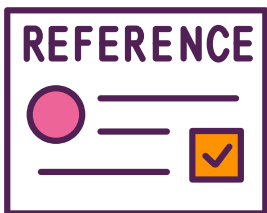
Volunteer Role Information Pack



This is the information pack for the volunteer role of Social Supermarket Assistant at The Feed.



To register your interest, please complete an application form. You can find this on The Feed website.



We will ask you to provide a reference and we will also get a DBS check done (an offence history is not necessarily a barrier to volunteering).



Once we have received your application form you will be invited for an informal interview.



Your invitation will most likely come via email so keep an eye out on your inbox.



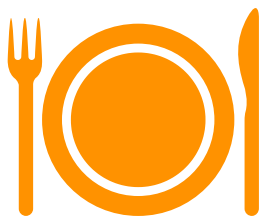
If you need any support with access for the interview, please let us know.

ABOUT THE FEED



Through the power of food, our mission is to empower communities in Norwich, ensuring each and every person has the support to eat well, live well, and feel connected.

Everything we do works towards our vision of 'communities where everyone thrives'



We are passionate about food and passionate about people, so we run cafés and a catering enterprise which produce delicious homemade food to generate much of our income.



We also operate a Social Supermarket that provides affordable groceries alongside our Community Café & Kitchen where we provide advice sessions, activities, projects and workshops to support our members with issues relating to food inequality.



By providing safe spaces at the heart of the community and a holistic programme of projects and 1:1 support, we can reduce inequalities, raise aspirations, and create a shared culture of strength and kindness.



To find out more about what we do and how we run, you can look at our website and social media accounts.

www.thefeed.org.uk



OUR VALUES

Be **focused**

We will keep things simple. We will concentrate on doing a few things really well and communicating clearly

Be **energetic**

We are committed, dedicated, determined, purposeful and fun. We will not give up on achieving our vision and mission

Be **creative**

We dream big and learn from trying new things. We collaborate with other organisations who share our goals, locally and from further away. We are aspirational and inspire the people we work with to aim high

Make **people proud**

We take pride in our work and our products and want to be known for being the best. We celebrate our successes

Treat **people well**

We always prioritise equality and gain strength from diversity

Improve **our environment**

We seek to improve the local communities where we work and to make a positive impact on the environment

ABOUT THE SOCIAL SUPERMARKET ASSISTANT ROLE



This role will be based in our Social Supermarket & Community Hub on Hall Road, Norwich. It is a varied role and you may be doing lots of things to help us run our shop and hub!



You will be using a till and handling cash and providing a friendly service to our customers.



You will be restocking shelves and organising the stock room.



You will be signposting people to employment support, budgeting advice etc.



You will be assisting with food hygiene practices e.g recording temperatures.



You will be assisting with closing the supermarket at the end of the shift.

PERSON SPECIFICATION – essential skills



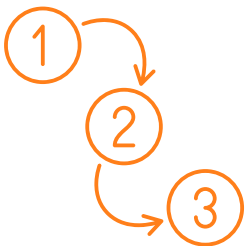
The ability to engage effectively with a variety of people and be confident and supportive in your interactions.



You must be able to provide an empathetic and non-judgemental service.



The willingness to learn.



The ability to follow instructions carefully.



The willingness to learn, and understand and abide by our policies.

WHY YOU SHOULD VOLUNTEER FOR US



The opportunity to gain experience of working in this sector.



The opportunity to 'give back' to the community.



Build skills and confidence.



Access to training provided by The Feed to support you in your role.



The chance to gain references on request depending on experience and position applied for.

THE DETAILS



There are lots of options for times when you can do this role.



The role will be for 3-6 months after a trial period of 4 shifts. This can be extended if you are happy and would like to continue.



You will receive 50% discount in our Waterloo Park cafe and 20% discount at REST if you become a volunteer.



The location for this vacancy is 65 Hall Road, Norwich.



You will be able to access training opportunities in line with your role.