



The Penicuik Storehouse

(Part of the Penicuik Community Alliance Ltd)
22 High Street, Penicuik, Midlothian, EH26 8HW
(01968) 675152

A SOCIAL ENTERPRISE THAT IS GOOD FOR THE COMMUNITY, GOOD FOR PEOPLE & GOOD FOR THE PLANET

Operations and Admin Coordinator

Salary: £20,000 pro rata

Working Hours: 22.5 hours/week over 3-4 days

Pension: 3% employer's contribution

Length of contract: One year fixed-term contract

Reporting to: Staff Liaison of PCA's management committee

Staff reporting to this post: Volunteers

Probation Period: 3 months

ABOUT THE PENICUIK STOREHOUSE

The Penicuik Storehouse, its cafe and other projects are overseen by the Shareholders of the Penicuik Community Alliance, a Community Benefit Society. As a social enterprise we have set ourselves the mission to bring people together and make our community more resilient. In our shop we stock fresh produce, groceries, household products and toiletries that are local, environmentally friendly, organic, or fair trade to help enable people to live a healthier and more sustainable life.

However, we are much more than just a shop: We run a small community cafe and production kitchen, and we provide space for community groups, workshops and events. We are proud to work together with a variety of other community projects and charities.

OUR GUIDING VALUES

We are a hub for our community, a place where volunteers can grow and groups can meet alongside the supply of healthy food and ethical goods. The Storehouse is founded on 3 guiding values:

- 1. Good Food:** Sourcing healthy, local, and seasonal food and trading fairly. We believe that producers and makers should be able to make a good living.
- 2. Good for People:** Our volunteers are the heart of the Storehouse. The shop and cafe are run by a team of sessional staff and volunteers. Both are invested in through our training, gaining new skills, and given space to learn.
- 3. A place of Community:** At the centre of our work is our community, for whom we provide a safe, comfortable, and welcoming space to meet, explore and form networks within our communities of Penicuik, Bilston and Roslin.

ABOUT THE ROLE

This is a varied and interesting role that supports the daily running of the Storehouse and its governance by Penicuik Community Alliance (PCA). *You will be both a friendly face for volunteers and knowledgeable about the behind-the-scenes systems that keep the organisation running smoothly.*

A significant part of your time will be spent maintaining and developing PCA's administrative systems and storage of data, including information about community shares, HR and governance. Other behind the scenes tasks will include the creation of publicity materials and social media content, as well as occasionally editing and updating the Storehouse website. You will help maintain good digital communications with customers and community members, responding to enquiries via email and other messaging platforms.

You will work closely with the Retail and Cafe Managers and the Fresh Produce Coordinator, and between you you will cover the shop supervisor duties, allowing the Storehouse to be open seven days a week. You will gain a good working knowledge of stock, the till back-office software and other shop systems. This will in turn help you to train and support our volunteers who are crucial to the running of the shop and cafe, both front-of-house and in the kitchen.

The Storehouse volunteers are valued members of our community and vital to keeping the shop and cafe open. To this end, you will help to recruit and train volunteers, manage the rota to cover absences and ensure that volunteers feel welcome and well-informed. Volunteers learn new skills as they go along, but you may also organise dedicated development evenings and produce training materials to support them.

JOB DESCRIPTION

Purpose of the Role

Reporting to and working closely with the Retail and Cafe Managers, the part-time Operations and Administration Co-ordinator will develop and deliver administrative processes for PCA and support the two managers to keep Storehouse operations running smoothly.

Main duties

- Supporting PCA's Management Committee and managers through the development and maintenance of administrative systems and record keeping.
- Cultivating a positive and supportive atmosphere in the shop and cafe by motivating volunteers and developing a sense of team spirit, and by keeping volunteers well informed and up-to-date with developments.
- Taking the lead on volunteer induction, training and wellbeing, including volunteer development evenings, the creation of training resources and maintaining effective channels for communication.
- Scheduling the volunteer rota and making sure that volunteer contact information is up-to-date.
- In consultation with the managers, stock check and place weekly orders as necessary with suppliers for the shop and cafe.
- Shop supervisor duties, including helping to ensure that the physical presentation of the shop and cafe is attractive, clean and well stocked; responsibility for opening, closing and cash handling; main point of contact for customer enquiries.
- Liaising with the Fresh Produce Coordinator regarding the administration of veg boxes and other online sales.
- Responding to enquiries from customers and community groups.
- Creating publicity materials and content for social media, in collaboration with managers and the management committee to help promote and share our products and values in line with the marketing strategy.
- Undertake any other relevant duties as directed by the managers.

Key working relationships

Internal: Retail and cafe Managers, Storehouse Fresh Produce Co-ordinator, sessional staff and Storehouse volunteers.

External: Suppliers, partner community groups.

PERSON SPECIFICATION

Essential

- Experience using Microsoft Office elements or Google Workspace Suite
- An understanding of the importance of confidentiality with sensitive information
- Proficient with financial and administration systems
- Strong organisational skills
- An adaptable and positive approach to work
- Ability to problem solve and use own initiative to work independently
- Ability to remain calm and work under pressure
- Strong personal time management
- Flexible approach to working hours - some weekend work will be required
- Basic cash handling skills
- Able to interact with a wide and varied customer base
- Experience of working with, and managing, a volunteer work base
- Empathy with the ethos of the Penicuik Community Alliance
- Enthusiasm for a growing business
- Ability to work in the U.K. for the length of the contract

Desirable

- Full UK driving license
- Experience using website development tools
- Familiarity with graphic design (eg Canva)
- A PVG membership - or the willingness to apply for membership
- Knowledge of Scotland's food systems and produce
- Knowledge of developing procedures and practices

Application Process

Please send us a cover letter detailing your experience to date and interest in the role, plus a copy of your CV. If you have any questions why not contact us to chat them through. We want to hear from you. E-mail us at hello@penicuikstorehouse.org leave your name, telephone number and details of any time preference to return the call and we'll get back to you to have an informal chat!

Please send your CV and cover letter to the Secretary at secretary@penicuikstorehouse.org by the close date.

Application deadline: Friday 4th February

Projected interview date: Wednesday 9th February