

## **Pantry Co-ordinator**

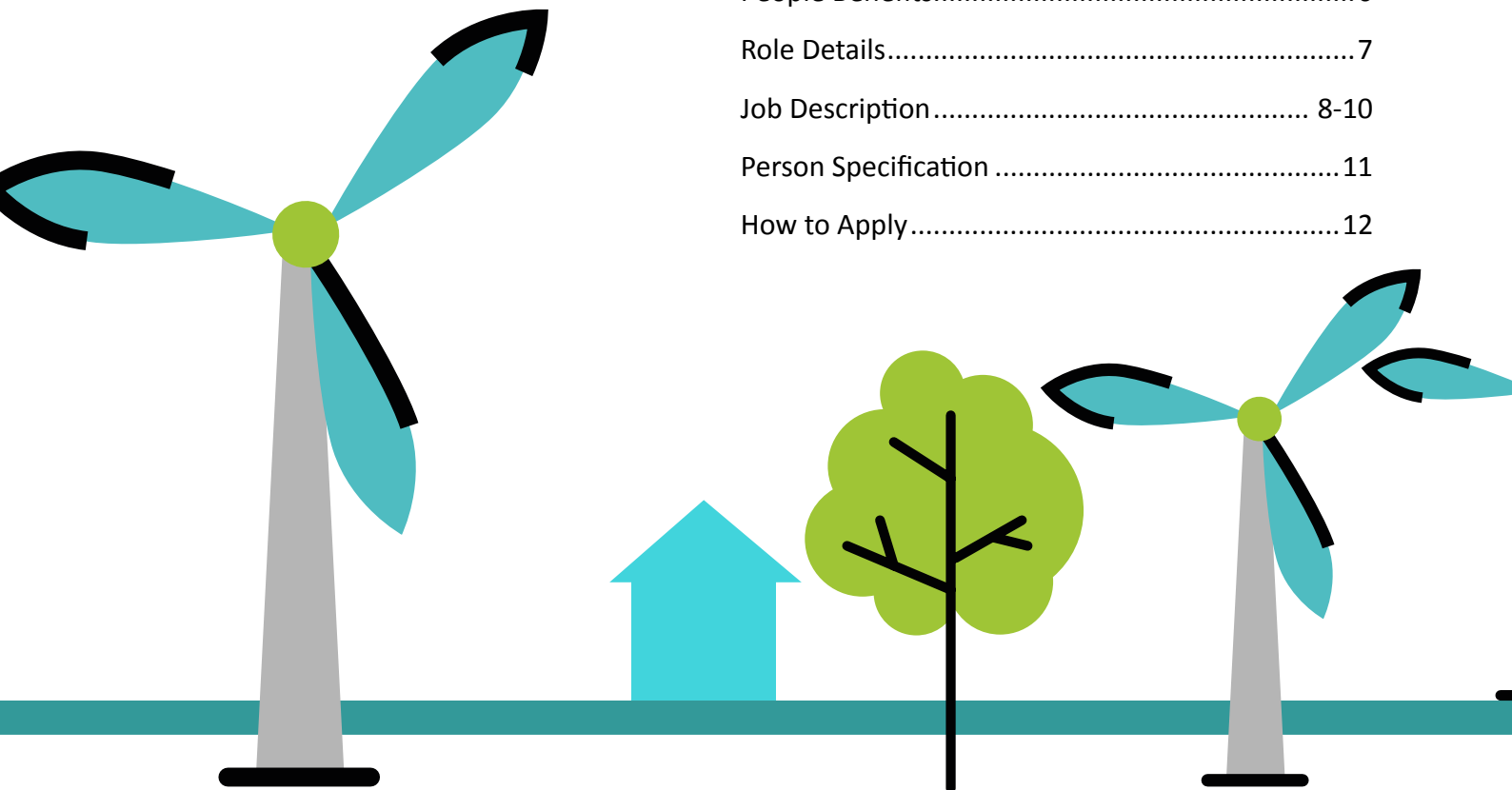
Recruitment Pack



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# Welcome

Dear Candidate,

Thank you for your interest in the Pantry Co-ordinator post at Ardenglen Housing Association.

We are an ambitious and award-winning Housing Association; our values define us as an organisation and our business plan provides clear strategic direction. However, it's our people that provide the energy and creative thinking that makes us a successful, high performing, forward thinking, customer focused organisation.

By joining our colleague team, you'll have an opportunity to make a difference to the lives of people in our communities whilst working with people that are doing extraordinary things to deliver our Vision:

*By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.*

We're always on the lookout for talented people who share our vision and values. We'd love to hear from you if you're someone:

- who puts people first,
- who thrives on working in a great colleague team,
- who is ambitious,
- who is positive and committed to overcoming challenges and improving the outcomes of customers.

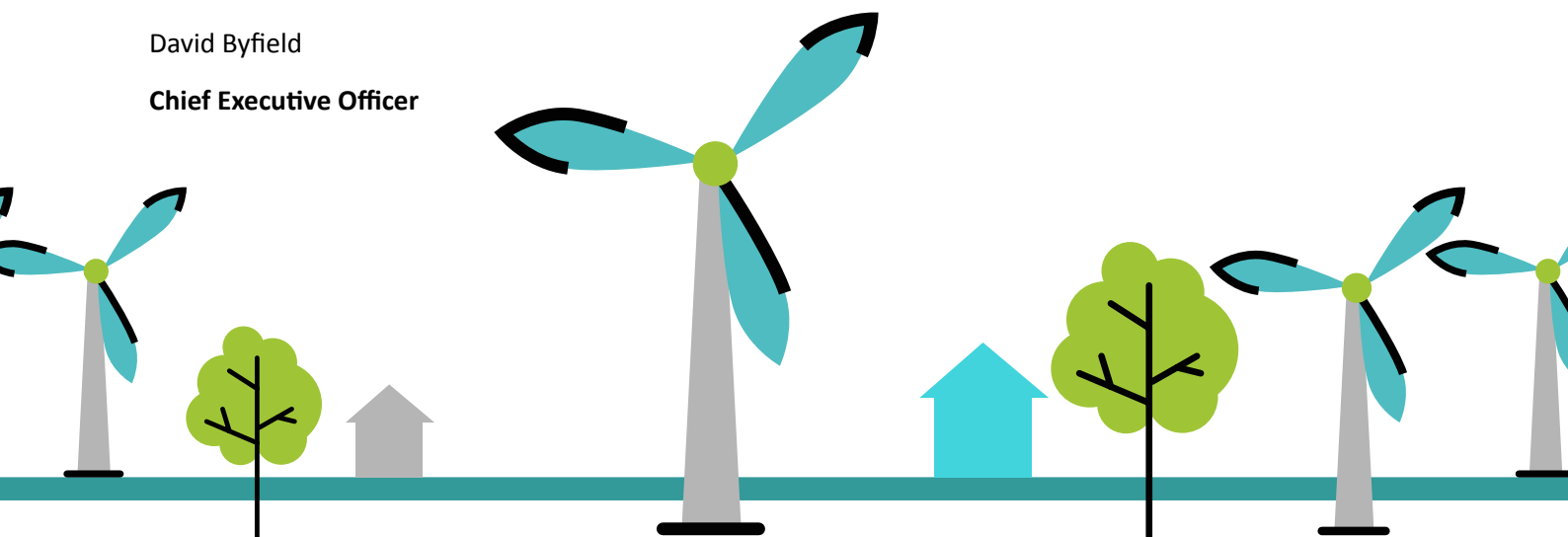
We place a high value on our colleagues and the successful candidate will have access to a variety of exciting opportunities to advance both personally and professionally.

I hope this application pack will inspire you to join us on our journey, highlight some of the great people we have working for us and showcase the many great things we do to provide quality homes and communities.

Thank you for your interest and we look forward to hearing from you.

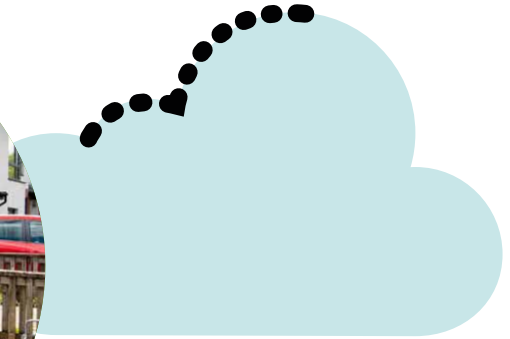
David Byfield

**Chief Executive Officer**





## About Ardenglen



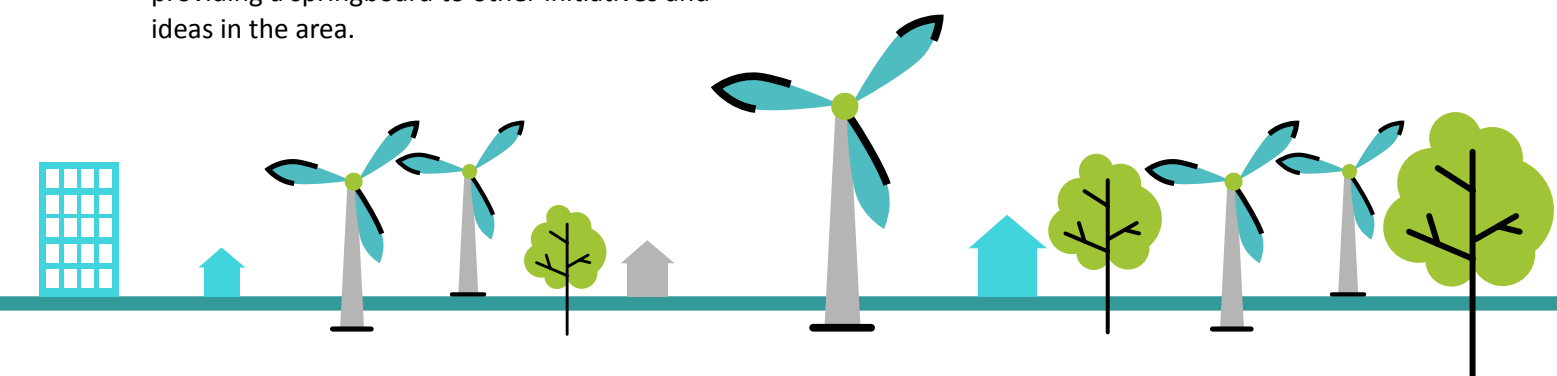
Ardenglen was set up in 1990 to provide community-led action to reverse poor housing conditions and neighbourhood decline in East Castlemilk, situated south of Glasgow city centre.

In the 30+ years since, we have grown to own and manage approximately 1000 homes in a way that is closely aligned with local needs. By establishing community ownership of housing in the area, we have managed to keep rents affordable whilst securing investment in services and activities which greatly benefit the community.

In 2021 we launched the Castlemilk pantry, a membership food shop designed to tackle food inequality and reduce waste during the cost of living crisis. Today, membership has exceeded 1000 individuals and has provided the community with much needed support and freedom, whilst providing a springboard to other initiatives and ideas in the area.

We are proud of our achievements which have delivered sustainable regeneration, greatly improved living conditions for residents, and long-term value for the public money invested in our community. Whilst there is much to do as we adapt to fresh challenges, Ardenglen is planning for the future with confidence and ambition.

Everything that we do centres around people and relationships. We aim to continue serving a first-class service to our customers, which is achieved by building a diverse and thriving internal culture where our people are afforded the opportunity to grow and flourish in their work.







## Our Vision and Values



### Vision:

**By providing aspirational homes and high-quality services we will transform communities to enhance the quality of life of our customers.**

### Values:

- ✓ Customer and community focused
- ✓ Accountable
- ✓ Making a difference
- ✓ Innovative
- ✓ Equal access to services and opportunities for all
- ✓ Treating our customers with respect





## People Benefits



We know our people are committed and dedicated to their work. However, we at Ardenglen seek to prioritise work-life balance and understand the importance of fully supporting our people to achieve this. That's why we've got a range of health and wellbeing benefits to give you some well-deserved perks of being an Ardenglen employee:

- Hybrid and Flexible Working Environment
- Learning and Development Culture
- Family Friendly Policies
- Teambuilding Days
- Lunch and Learns
- Health and Wellbeing Initiatives
- Professional Membership Fees
- Counselling Service





## Role Details

### Pantry Co-ordinator

**Salary:**

Grade 5 spinal point PA13-  
£30,250– PA16 £33,617

**Contract:**

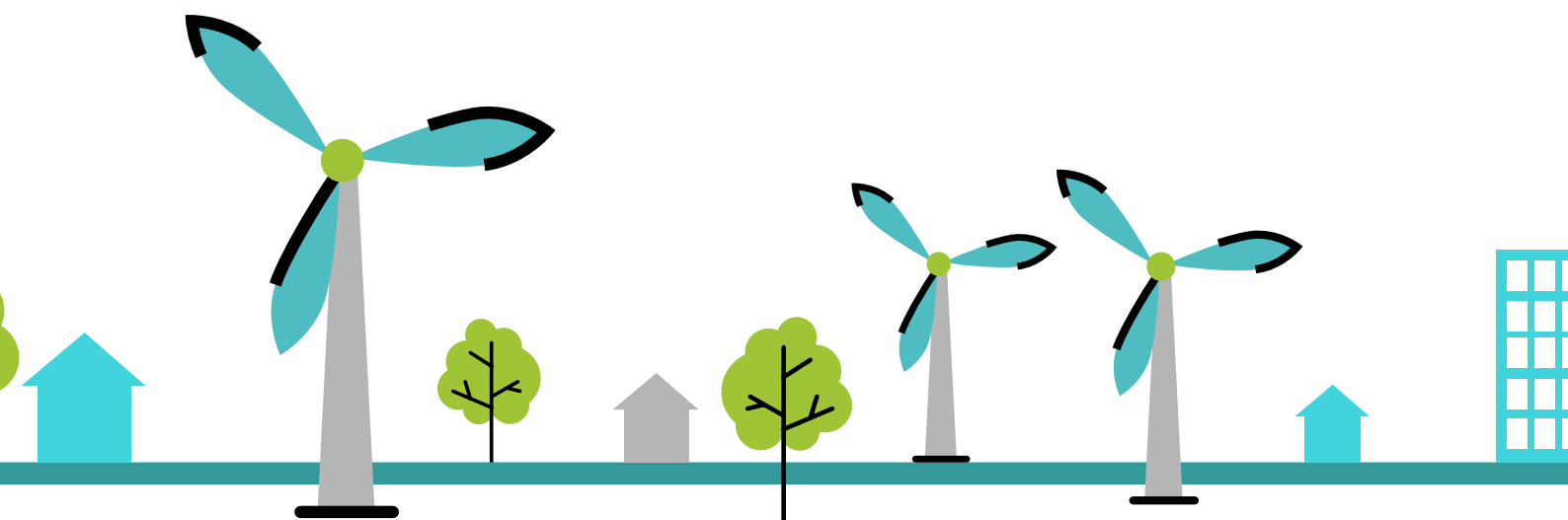
(Fixed term contract until  
31/3/26)

**Hours:**

35 hours per week (flexi time  
in place)

**Reporting To:**

Community Investment  
Manager



# Job Description

Job Details			
<b>Job Title:</b>	Pantry Co-ordinator	<b>Location:</b>	Castlemilk
<b>Service Area:</b>	Customer Services	<b>Responsible to:</b>	Community Investment Manager
<b>Grade:</b>	EVH Grade 5 PA13 £30,250 – PA16 £33,617 (Fixed term contract until 31/3/26)	<b>Responsible for:</b>	Daily supervision Pantry Assistants (x 2 part time) Daily supervision Volunteer

## Job Summary

The Pantry Co-ordinator will have responsibility for successfully managing and leading on the day-to-day operations of the Castlemilk Pantry. Our Pantry Co-ordinator must be customer and community focussed with great organisational and leadership skills and able to work in a fast-paced environment. The Pantry Co-ordinator will support & develop a team of volunteers to support the operations of the Pantry.

## Job Outputs

The jobholder will carry the formal responsibility for delivering the following key tasks. This 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. It should be stressed that this is a varied role and the post holder will require to be 'hands-on' within the day to day running of the Pantry.

Key Tasks	Includes the requirement to:
Leadership and Management	<ul style="list-style-type: none"> <li>The jobholder will carry the formal responsibility for delivering the following key tasks. This 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. It should be stressed that this is a varied role and the post holder will require to be 'hands-on' within the day to day running of the Pantry. Monitor project progress and report to the Community Investment Manager on a regular basis.</li> <li>Carry out regular risk assessments for inclusion in the Association's risk management plans.</li> <li>Oversee the project budget and liaise with the Community Investment Manager to manage financial arrangements.</li> </ul>
Finance, Operations and Reporting	<ul style="list-style-type: none"> <li>Run all operational activity in the Pantry, including stacking shelves, stocktaking, customer services.</li> </ul>





# Job Description

	<ul style="list-style-type: none"> <li>• Establish cash and manage handling systems.</li> <li>• Liaise and co-ordinate food delivery with partner organisations</li> <li>• Ensure all standards including customer services, health and safety and food and hygiene are maintained.</li> <li>• Ensure principles of sustainability are embedded across the activities of the Food Pantry from food production to disposal.</li> <li>• Ensure adequate audits and stock taking systems.</li> <li>• Ensure foods are stored in line with food standards requirements and that fresh fruit and vegetables are 'turned over'.</li> <li>• Develop and implement membership system.</li> <li>• Prepare monthly statistics in line with Pantry Key Performance Indicators.</li> <li>• Support Community Investment Manager with development of policies and procedures</li> </ul>
Communication and Customer Services	<ul style="list-style-type: none"> <li>• Ensure high quality customer services that reflect the values of Ardenglen Housing Association.</li> <li>• Establish effective community engagement tools and processes to seek regular feedback from customers.</li> <li>• Encourage and drive quality and continuous improvement of processes used across the team.</li> <li>• Consider and act on customer feedback where appropriate, to ensure the successful operations of the Pantry.</li> <li>• Process complaints in line with Ardenglen Complaints Policy and actively learn from complaints to drive service improvements.</li> <li>• Prepare communications and briefings as required.</li> <li>• Develop marketing strategy to maximise membership up take.</li> </ul>
<p>Ardenglen Housing Association will develop as an organisation 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.</p>	



# Job Description

## Key Relationships

- Community Investment Manager
- Fareshare membership
- Food Suppliers
- Pantry Assistants
- Volunteers
- Partner agencies

## Special Conditions

- You may occasionally be expected to undertake activities out with working hour's e.g. training or critical incidents/emergency situations that may arise.
- To undertake training as necessary to maintain high standards in the quality of work 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.
- 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 the Community Investment Manager, Director of Customer Services, Chief Executive or Board of Management.

## Review

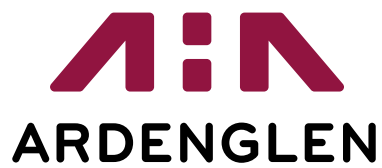
The Job Outputs will be reviewed as and when required in accordance with the Association's review mechanisms.



# Person Specification

Criteria	Essential / Desirable	Assessed at
<b>Qualification's / Driving</b>		
Hold full, clean driver's licence	D	CV
<b>Knowledge &amp; Experience</b>		
Commitment to the aims and objectives of the Castlemilk Pantry	E	CV / personal statement / Interview
Self-Motivated with the ability to work alone and as part of a team	E	CV /personal statement /Interview
Experience in a retail setting, preferably related to food.	E	CV/Personal Statement / Interview
High standards of customer service	E	CV/Personal Statement / Interview
Experience working with volunteers and vulnerable individuals.	E	CV/Personal Statement / Interview
Cash handling experience	E	CV/Personal Statement / Interview
<b>Skills &amp; Abilities</b>		
Numeracy skills to monitor and manage stock and cash up the till	E	CV/Personal Statement / Interview
IT literacy skills including knowledge Microsoft packages such as word, excel and outlook	E	CV/Personal Statement / Interview
Community Development experience or experience in the third sector	D	CV/Personal Statement / Interview
Awareness of local support services	D	CV/Personal Statement / Interview
Experience in stock ordering and management	D	CV/Personal Statement / Interview
Ability to make decisions and solve problems as they arise	D	CV/Personal Statement / Interview
Innovative and forward thinking	D	CV/Personal Statement / Interview
Volunteer management or supervision experience	D	CV/Personal Statement / Interview
Ability to build relationships with external agencies	D	CV/Personal Statement / Interview
<b>Ability to build relationships with external agencies</b>		
<ul style="list-style-type: none"> <li>Community &amp; Customer Focussed</li> <li>Accountable</li> <li>Making a Difference</li> <li>Innovative</li> <li>Equal Access to Services for all</li> <li>Treating our customers with respect</li> </ul>	E	CV/Personal Statement / Interview

## How to Apply



To apply for this role, please submit  
a CV and covering letter to  
[recruitment@ardenglen.org.uk](mailto:recruitment@ardenglen.org.uk) detailing  
your skills and experience  
in line with the job description  
& person specification.

**Thank you and good luck  
with your application.**