**C3 Impact Shop & Storehouse Manager**

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| **Role Title:**  | **C3 Impact Shop & Storehouse Co Ordinator** |
| **Hours**  | 24 hours-32 hours |
| **Fixed term**  | 12 months  |
| **Reports To:**  |  Impact Pastor |
| **Brief overview** | The Shop & Storehouse Manager will model and articulate the church’s values and the vision set out by C3 Impact in all areas of work, both within and outside of the church.The primary role is to coordinate, manage, and facilitate the day-to-day operations of the C3 Community Market and contributions of donations from community partners at the Cambridge Location. The role is people led, focusing on outworking the ‘community focused’ value of The C3 Church.Bringing those who are most marginalized and vulnerable into a place of belonging. Ensuring people know they really matter and allowing them to grow in health and wholeness to outwork God’s given potential within them. |
| **Primary Areas of Responsibility**  |
|  ***Team:**** Ensuring the volunteers are healthy, reflective of a spirit of excellence, and passionate about providing the very best community experience, within the resources available, to see the church’s vision fulfilled.
* Recruiting, onboarding (inductions) & training of all new team.
* Building team for the Community Market to continue growth & ensuring rotas and schedules are in place for the Shop to run & community partnerships to be facilitated.
* Collaborate with other team members to ensure a cohesive and supportive work environment.
* Assist in training new team members on food shop procedures and customer service standards as set by C3. Attending team training and implementing/requesting training where necessary.
* Championing the community fridge and encouraging others to get involved if appropriate.
* Building a team of individuals to pick up food surplus across the city.
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| ***General Duties & Tasks:**** + Facilitation and running of the Shop and community fridge, ensuring leadership, team & logistics are in place to maintain excellence.
	+ Outworking the vision for Impact through the running of the shop and in partnerships across Cambridge.
	+ Liasing with well-being provision for assistance in wrap around care.
	+ Building local food partnerships to increase surplus through the community fridge.
	+ Oversite in opening and closing of community fridge
* **Inventory Management:**
	+ Monitor and manage inventory levels to ensure adequate stock of products.
	+ Coordinate with Impact Hub Coordinator, & community partners to order and replenish stock promptly.
	+ Conduct regular stock checks and financial reports. Keep inventory records up to date.
* **Guest Services:**
	+ Greet and assist guests in a friendly and professional manner.
	+ Address guest inquiries, concerns, and requests promptly.
	+ Provide product information and recommendations to enhance the customer shopping experience.
	+ Encouraging, when appropriate, guests to only take what they require and support in signposting if they seem to need further support.
* **Visual Merchandising:**
	+ Maintain an attractive and organized display of products in the food shop.
	+ Implement effective merchandising strategies to boost stock turnover when needed.
	+ Ensure that products are labeled correctly with accurate pricing information.
* **Quality Control:**
	+ Monitor the quality and freshness of food products.
	+ Implement proper storage and handling procedures to maintain product integrity.
	+ Address any quality issues or concerns promptly and effectively.
	+ Ensuring both the shop and community fridge area is clean, tidy and a welcoming environment.
	+ Monitoring all fridge/freezer checks and keeping appropriate logs.
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| **Self Development*** Promoting and modelling the values and vision of C3 in all areas of church life.
* Accepting personal responsibility for your own spiritual growth and development.
* Placing a high premium on the need for personal integrity and loyalty in managing people and resources.
* Giving generously to the church in time, treasure and talent.

**Professional Development*** Role specific training available as required such as mental health first aid, trauma informed training, food safety, Haccp training, manual handling, health & safety and safeguarding training.
* Professional development opportunities specific to the individual available as identified by the candidate and line manager.
* Financial support towards C3 Academy available.
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| **Development of Others:** This includes:* Providing pastoral care for the team and ensuring they participate in church activities that are spiritually healthy.
* Cultivating a highly engaged team who are growing in the passion, commitment and energy in their role.
* Cultivating a sense of family, collaboration, trust and mutual cooperation amongst the staff.
* Continually looking for and inspiring potential influencers on their journey.
* In unity with the C3 Impact Cambridge Hub Coordinator, provision of clear role descriptions for all team for whom you are responsible.
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| **Relationships** |
| * **Line Manager: Impact Pastor**

Impact team – Impact Pastor, Colchester, Cambridge & Bury Hub Lead, Wellbeing Lead, and Central Services Team.Alongside the wider C3 staff such as the Kids Pastor, Creative team, Facilities Manager amongst others. |
| **Character Attributes** |
| * **Faith:** Relationship & commitment to Jesus Christ
* **Vision:** Commitment to The C3 Church & Cambridge City Foodbank and its vision
* **Loyalty:** Commitment and loyalty to the leadership of The C3 Church
* **Teamwork**: Ability to work in a team environment
* **Maturity:** Spiritual maturity evidenced by a pleasant, forgiving, non-judgmental, but assertive manner
* **Passion**: A passion for building healthy church and focused on the Great Commission. Matched passion of building a compassionate, equitable community, where everyone is nourished.
* **Community**: Relationship builder, generous at heart and authentic
* **Influence**: Spiritually potent and contagious in spirit
* **Competency**: Naturally gifted leadership, united and committed to the part they play
* **Achievement**: Constantly looking to the future, focused on the Great Commission and vision of the C3 Pantry.
* **Creativity**: Visionary in nature and innovative in expression
* **Love**: Lovers of God, people and life
* **Generosity**: Gives generously in time, treasure and talent.
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| **Skills and Education** |
|  **Education:** * GCSE level English & Maths

**Experience**: * **Specific Experience:**
	+ **Retail experience:** Previous experience in a retail environment, especially in the food industry, can be beneficial. This could include working in a grocery store, bakery, cafe, or similar setting.
	+ **Community Work:** Can include education in community studies, social work or youth & family. Could also be practical engagement and involvement within your local community to address social issues, contribute to community development, and promote positive change.
* **Church Experience:**   Leadership experience of working with and leading team of volunteers.

  **Skills / Role Attributes:** * Decision Quality: You are patient to collect information, humble to ask for opinions, and good at learning from the past to make good decisions.
* Drives Vision & Purpose: In the changing times, you hold onto the vision and purpose, you tangibly demonstrate your commitment to it, and help others to “see” how their part contributes to the bigger picture.
* Problem Solving: You know how to define problems (without jumping to conclusions), analyse, collaborate, and act appropriately.
* Managing Work & Establishing Priorities: You are good at establishing realistic but stretching goals for yourself and others. You equitably measure work.
* Developing Others: You know our process for growth and are a leader who prioritises your team members’ development.
* Motivates & Builds Effective Teams: You are good at building strong identity in your teams by understanding/learning people’s differences / skills and helping them to work towards common goals.
* Conflict Management / Courage: You tackle difficult issues with optimism and confidence. You share sensitive messages or unpopular points of view in a motivating manner. You let people know where they stand, honestly and sensitively.
* Instils Trust: You gain the confidence and trust of others easily. You honour commitments and keep confidences. You practice what you preach and model high standards of honesty and integrity.
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