

Historic church building

**Pantry Shop Till**

**Role Description**

‘Dollars and Sense’

***07/02/2025***

**This is a High Trust position:**

A High Trust position is one which is clearly identified by the Uniting Church as a leadership position. This person is generally regarded by the public as representing both the Pantry and the Uniting Church. This position reflects an added layer of responsibility and accountability- both to the Uniting Church and to the public.

There are implications for all aspects of our duty-of-care for members, volunteers and patrons. The proper execution of these duties also affects our reputation and insurance cover. All duties have high regard for the physical and emotional welfare of all and our audited financial affairs.

As you handle money in the course of your duties it must be in accord with our policies and procedures and adhere to clear accountability practices. All cash, including donations, must be handed to the till person and reconciled by the Treasurer at close of trade.

This High Trust position is required each Thursday between 10am-1pm and part of a total team that involves customer service, preparation and clean-up.

Please ensure that your Volunteer agreement is accurate and complete, including [WWCC number](https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check).

At 10am you can expect that the till will be set up and the initial amount in the till will have been tabulated by the treasurer or supervisor and recorded as a first purchase.

From 10am – 1pm your role will be to serve the public, add up their amount owing, receive their cash and issue change. Donations are collected separately in the basket. Donations for refreshments are also collated as donations.

We operate by cash or voucher system only. If difficult circumstances are presented then ask the customer to speak with the supervisor or the  *Meet and Greet - Pastoral Care* person who **may** issue a gift voucher. Other organisations also issue gift vouchers on our behalf. These vouchers are honoured and retained in the till. Please encourage the full utilisation of the voucher amount, do not exchange for cash. Familiarise customers with our flyer, kept near the main exit door, which also informs the public about our additional food support services, including those that take place each Friday.

**Credit is not encouraged** although there may be some occasions where this can happen. Consult with your supervisor.
There is an IOU form with 2 parts, one to go in the till and the other to be issued to the customer and presented with payment at a later date, at that point both paper forms are destroyed.

At 12.30pm approximately this role will overlap with a secondary role, that of the treasurer or designated third person who will manage the reconciliation process and the banking of takings from this day of trade. The bank closes before we finish trade so, residual takings will be tabulated at close of trade, 1pm. They will be handed to the treasurer, upon his return to comprise the float for next week, (in addition to incidental purchases made during the week by volunteers.)

 By this time a third person may have arrived to allow for a hand-over of roles.

All takings to be recorded in the green book for auditing purposes. Entries must be signed by you, or other high trust person rostered on the day and countersigned by a person overseeing this process.

If you need to leave before 1pm please notify your supervisor who will ensure that a suitable person is assigned to replace you.

You are entitled to take a break as and when required, again consult with your supervisor/ manager.

Similarly, if you feel unwell or overwhelmed and need to vacate your role, again speak to your supervisor so a transition to another volunteer can take place smoothly and your needs met.

Please take time to inform yourself of other Pantry role descriptions, as there may be occasions when you are required to fill in elsewhere at your supervisor’s request. Your volunteer agreement can always be referenced should there be roles unsuited to your needs. All hard copies of volunteer agreements are kept by the committee secretary, further copies or updates available on request. All roles descriptions are retained as Master copies, in the kitchen filing cabinet in a red hardcover folder. These documents are also freely available as digital copies and can be emailed to you by request. Hard copies can also be provided. There is a photocopier in the hall. The link to web site copies is or at the bottom of the site <https://eden.uca.org.au/eden-community-pantry/> or search for “Eden Community Pantry”.

**Essential:-**

* Trustworthy
* Accurate and efficient with arithmetic
* Good people skills

[WWCC number](https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check).

**Desirable:-**

* Previous experience in shop situations
* Previous experience with using a till

**Desirable, for all the team:-**

* Observing and assisting to provide a safe environment for customers and volunteers. This applies to the physical and emotional environment for all.
* Exercise self-care, ask for help if needed.
* Referral to your supervisor if tasks are beyond your comfort level, time allowance or scope of training.
* Refer to your supervisor if role descriptions require further discussion, i.e. modification as circumstances change. Revisit your initial volunteer agreement and induction process as required.
* Be open to suggested subjects relevant to the ongoing training and personal development and enjoyment of all pantry volunteers

Pam Skelton, chairperson,

Garden of Eden Community Project sub-committee of Eden Uniting Church