

Historic church building

**Pantry Shop Assistant**

**Role Description**

‘there to help’

**07/02/2025**

This is a general volunteer position, you are required to attend the Pantry from 9am to 1pm Thursdays.  You are most likely to be assisted by a second person with a similar complimentary role

The **Pantry Shop Assistant** role could also take place each third Saturday10am – 12noon at the *Eden Community Market*.

Depending on the occasion the details of essential requirements change. On market days this position becomes a High Trust role involving responsibility for the Till, the receiving and recording of financial transactions and general supervision and leadership. However where two people share the responsibilities of this role it is not necessary for both to be in a High Trust role.

When a High Trust position at the *Eden Community Market*., please familiarise yourselves with the designated role

-**Pantry Shop Till, Role Description**,‘Dollars and Sense’ see where to access his role description at the end of this document. N.B. the necessity for a WWCC.

**Essential on regular Thursday Pantry days: -**

* Consult the roster published each Monday evening
* Assist with set up as guided by your supervisor/manager. This could involve placing perishable food stuffs on display or in the fridge for purchase
* Discuss with your second assistant the practical division of this role on the day, basically who will do what.
* Take note of goods with *Limit One* labels
* Be aware of general pricing of goods and suggested donations.
* Be generally aware of *Best Before* and *Use By* dates and the guidelines for those dates and particular products and their shelf life. The details published and posted on the Pantry to Hall door.
* At 10am open the Pantry doors to customers.
* Greet people as they enter in a warm and friendly manner
* Regulate the number of customers in the room at any one time. Generally, four to six people is ideal.
* Offer guidance and assistance as required. Familiarise yourself with products eg nutritional value, gluten free, low- sugar, flavours and colours etc to assist shoppers make choices as required.
* Monitor access to fridges by assisting customer choice before opening, helping to ensure goods remain appropriately chilled.
* Be aware if customers come with vouchers issued by other agencies such as Anglicare or Campbell Page. You might like to indicate which goods are free or by donation.
* If people seem to be in genuine distress especially in budgeting for their shopping, use your discretion as to whether an initial Gift voucher from the Eden Community Pantry or an additional voucher might be helpful. Your decision will be respected by other team members even if you are unsure.
* The *Meet and Greet - Pastoral Care* can issue vouchers as can your supervisor.
* We operate by cash or voucher system only.
* All 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 discreetly with your supervisor. When an there is an IOU, the printed form has 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.

**Desirable: -**

* Previous experience in shop situations and dealing with the public in a positive manner.
* Ability to work alone or as part of a team
* If time permits you may like to restock shelves with goods that have already been set aside labelled with a unit price. Use the labelling tool or a permanent marker to add prices neatly in such a way that does not obscure essential information.
* Be alert to all health and safety aspects of the work area. Be aware of spills or breakages.
* 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.
* 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, speak to your supervisor so a transition to another volunteer can take place smoothly and your needs met.
* Referral to your supervisor if tasks are or become beyond your comfort level, time allowance or scope of training.
* Be open to suggested subjects relevant to the ongoing training and personal development and enjoyment of all pantry volunteers
* 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
* 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. All new-comers to volunteer roles have a designated probation period.
* 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”.

Pam Skelton, chairperson,

On behalf of the Garden of Eden Community Project sub-committee of Eden Uniting Church

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