



Application Pack

**Job Description – Pantry Assistant
Development Worker
ACE - Action in Caerau and Ely**



Contents

Overview of the post	3
Introduction to ACE	4
Job Description and Personal Specification	6
Application Process	9

Overview of the post

Position: Pantry Assistant Development Worker

Location: Our Place Dusty Forge

Salary: ACE Grade 2, £23,266

Hours: 15hrs per week, occasional evening and weekend working will be required.

Contract: Fixed term until end of March 2024

The role is to support the delivery of the Dusty Forge's Pantry. The Pantry offers its members a range of low cost affordable food. The role involves supporting the volunteers who help run the pantry and provide a welcoming environment for the members and welcoming new members. The role involves stock checking, labelling and safety checks.

To apply for this role please contact:

Email: recruitment@aceplace.org

Telephone no: 02920 003132

Address: Our Place Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ

Deadline for submitting application: Friday May 26th 12pm 2023.

Interview date: Wednesday 31st May 2023.

Introduction to ACE

Ely and Caerau

Ely and Caerau (two ward areas in the west of Cardiff) together constitute the largest housing estate in Wales with a population of approximately 26,000. Built after the first and second world wars respectively, Ely and Caerau provided social housing and secure employment with local manufacturing companies. Between the early 70s and mid 90s all these employers closed or relocated their local functions. The legacy of this collapse of local employment is a community characterised by high unemployment and in-work poverty related to 'underemployment' in insecure, part time, low paid, city centre based service sector jobs. As a result, people in Ely and Caerau struggle with a range of problems related to poverty including:

- high levels of income-related benefits
- poor educational attainment
- poor health and life expectancy (4 years less than the Cardiff average)
- high levels of mental health problems

Ely and Caerau both feature in the top 10% of the Welsh Index of Multiple Deprivation.

In 1991 Ely was the focus of disturbances which were reported in the national news as a 'riot'. This, along with the general reputation of the area, has contributed to a sense of stigma. There is a tendency, amongst decision makers, to see the community as one with multiple problems that need fixing, and a related sense of dependency.

Despite all this, Ely and Caerau exhibit many of the characteristics which might be called upon to contribute to community resilience, including significant community spirit and pride, strong social networks and a willingness to 'get involved' in local action.

Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- ▲ Local people know their community best
- ▲ Everyone has something unique to contribute
- ▲ Everyone's contribution should be valued equally
- ▲ Poverty should not be accepted as a fact of life
- ▲ Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to

serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city.

Vision

In this context ACE seeks to meet the need for:

- A local organisation that can co-ordinate, harness and promote a positive vision for our community
- An organisation that can co-ordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.

Job Description and Personal Specification

POST: Pantry Assistant Development Worker
PROGRAMME: Community Support
RESPONSIBLE TO: Community Support Coordinator (Practical Projects)

HOURS: 15 hrs per week
SALARY: ACE Grade 2 - £23,266 (pro-rata)
BASE: Cardiff
End Date: 31st March 2024 (possible extension to contract)

Responsible for: Assisting with the delivery of the Dusty Forge Pantry project. Working with, colleagues, volunteers, members and local people to run a successful community food project.

OVERALL PURPOSE OF JOB

The Pantry Assistant Development Worker (Dusty Forge Pantry) will work to provide assistance in delivering this successful social franchise model, tackling food poverty / insecurity through a membership based community food store, offering value, dignity and choice. This will involve working with the Pantry volunteers and membership, and the wider community, to assist in building new community-led food initiatives linked to the Pantry.

This role will assist with working with project partners, ACE staff, and volunteers to ensure the Pantry becomes financially sustainable through increasing membership income and food donated to the project. This role will also involve ensuring that the Pantry is a positive and welcoming space for social connections and engagement.

ROLE SPECIFIC TASKS

1. Supporting the Pantry volunteer team, working with other ACE staff to run team meetings and develop rotas.
2. Ensuring that Pantry members' details, payments and visits are entered into an online database.
3. Communicating with project partners (Fareshare and other food suppliers) and overseeing orders to ensure stock levels are sufficient.
4. Overseeing safe processes for cash takings in the Pantry.
5. Updating and maintaining project social media and website information.
6. Problem solving, especially where issues arise which need addressing immediately, for example volunteer shortages.
7. Overseeing health and safety at the Pantry, including ensuring all operations follow food safety and partner requirements.
8. Responding to member comments, concerns and complaints.
9. To promote the concepts of equality and diversity, co-production and asset-based community development.
10. Support the Pantry to be a non-judgemental space, providing food that is affordable, healthy and sustainable for community members at risk of food insecurity.

PROJECT SPECIFIC TASKS

1. Collating statistical information to help monitor impact and provide updates and reports on progress against the above tasks as and when required.
2. With the rest of the team, be fully involved in ensuring the fullest possible involvement of members and community members in developing the Pantry through Time credits, events, focus groups, engaging with groups and individuals etc.
3. To support and fully contribute to, a good communication strategy for the Pantry e.g. newsletter, web sites, social media, use of events, publicity campaigns etc.
4. To assist in attempts to engage with communities, businesses, Food related networks, the Local Authority and 3rd sector organisations across the city, where it may help ACE achieve its outcomes.

WORKING ACROSS TEAM ROLES

1. To help establish and maintain project plans for work being undertaken by ACE that is both role specific and general to the work of the whole team.
2. Work with the ACE team to monitor and evaluate ACE programmes of work.
3. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
4. Help recruit and support volunteers involved in the work of ACE.
5. Help to embed the values of co-production into all aspects of the work of ACE.
6. To help colleagues, community organisations and others in identifying and securing appropriate funding streams.

TRAINING

1. To undertake continual professional development as required for ACE.
2. To help prepare and implement training and development programmes that support both individuals and organisations.
3. To participate fully in supervision and appraisal processes.

GENERAL TASKS

1. Work in accordance with ACE's values and co-production approaches.
2. To work within and promote all of ACE's policies and procedures.
3. To keep accurate records including statistical information where appropriate.
4. To provide written reports and information as requested.
5. To work at other locations as and when required.
6. To attend supervision, training and meetings as and when required.
7. To work flexible hours as appropriate to the needs of the post (including weekends / evenings).
8. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

Personal Specification

QUALIFICATIONS AND EXPERIENCE

- Experience of working on food poverty or sustainable food initiatives
- Experience of supporting volunteers
- Experience of planning, developing and implementing community events and activities
- Experience of working in the third sector, and how to develop beneficial partnerships with the local community, public and private sector
- Food hygiene qualification (minimum level 2)
- Working towards level 2 in youth and community studies or equivalent relevant experience

KNOWLEDGE AND UNDERSTANDING

- A good working knowledge of administration processes and procedures
- A good understanding of wellbeing/economic issues facing areas of deprivation, and how to overcome barriers to engage people
- Knowledge of health and safety practice, risk assessment and guidelines relating to food storage
- Knowledge of related services provided by the statutory and voluntary sector
- A good understanding of equalities, diversity and inclusion
- Understanding of confidentiality and data protection issues

SKILLS AND ABILITIES

- Strong attention to detail with a methodical approach to work
- Good facilitation skills / ability to deliver engaging sessions to community groups
- Capability of working within a process-driven environment with strong organisation and planning skills
- Ability to motivate and support volunteers
- Ability to work flexibly to meet people's needs and service requirements, including working evenings and weekends where the service requires it
- Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners
- Ability to communicate effectively with community members, staff and stakeholders in plain, easy to understand English and/or Welsh, both in writing and verbally
- Ability to use online and social-media based activities, including Zoom and other video calling platforms
- Demonstrable customer care skills
- Demonstrable commitment to equality and diversity and a genuine desire to help people
- Can complete reports and assessments

ADDITIONAL JOB REQUIREMENTS

- Demonstrates resourcefulness, initiative and a positive 'Can Do' attitude, is solution focused and can see the overlaps with other streams of work
- Demonstrable commitment to equality and diversity and a genuine desire to help people
- Is adaptable and takes responsibility
- Is organised, confident, reliable, honest, punctual and enthusiastic
- A good team player who will support colleagues
- Possesses good ICT skills

Application Process

Application Process

Deadline for applications: **12pm Friday 26th May 2023**

Interview Date: **31st of May**

Please email applications to recruitment@aceplace.org or send a paper copy to Our Place:
Dusty Forge, 460 Cowbridge Road West, Ely, Cardiff, CF5 5BZ.

