MRCT Bounty Club Manager

Background & Person Specification

Job Summary

The Bounty Club is the largest of four customer/client facing projects hosted in the MRCT Community Support Centre. These projects assist households to survive and thrive when in hardship. The projects work together to give wrap-around support, including offering information, advice and guidance to those who come to the Centre through outside partner agencies.

This role is responsible for the day to day activities of the Bounty Club. That involves creating a supportive shopping environment through a workforce of staff and volunteers.

You are responsible for the business aspect of the Bounty Club, a low profit social supermarket with sales targets designed to become sustainable through good management of people and products.

The Manager coordinates purchase of stock with the Community Support Centre Manager who also manages our Food Hub purchasing system. The Manager similarly manages incoming stock from our other main sources: these are surplus foods from local wholesalers and retailers. The Manager ensures that all food and other items passing through the shop are attractively displayed, handled to high food hygiene standards and are accounted for in our record keeping.

The role manages, oversees and delegates to a Deputy / Supervisor staff member who also coordinates the support activities for Bounty Club members. It further liaises with a MRCT team member responsible for developing nutritional education as part of our food awareness programme.

The post-holder needs to be able to accommodate and motivate a wide range of volunteers, cultivating their enthusiasm whilst clearly defining job tasks that make them valued members of the Bounty Club team. This involves scheduling their attendance and enrolling and supporting them as trained and capable MRCT volunteers.

Hours and remuneration

Location:	MRCT Community Support Centre, the Harvey Centre, Harlow CM21 1XP (former Wilko Store)
Salary:	£26,391- £30,941 Dependent on skills and experience
Position Type:	Full time
Hours worked:	35 hours per week: 5 days 8.30 – 4.30 (1 hour lunch) including alternate Saturdays

Person specification

- Ability to manage a small business with a clear logical mind and resilience when under pressure.
- A good grasp of customer service and a sympathetic understanding of the pressures on low income households.
- Strong interpersonal skills to support and motivate a wide range of staff and volunteers with light touch interactions and clear guidance on their tasks.
- Ability to recognise skills of volunteers and deploy them appropriately in the project to best effect
- Good attention to detail alongside creative flair for overseeing merchandising so that it looks attractive and is clearly and accessibly labelled for customers.
- Capable of work with a wide range of the public including a thoughtful understanding for those who might have physical and mental health challenges.
- Ability to manage a member of staff working alongside you, including training and development, performance management, delegation of responsibility for one day a week through setting clear working principles for the shop management.
- Ability to work collaboratively with on-site colleagues running social programmes supporting the Bounty Club members eg our 'Good Food' project or 'Kit Shop' selling low cost sports items to help members be more active.
- Good record keeping and administrative skills including sales and cash management, health and safety and hygiene monitoring.
- Willingness to work alternate weekends on a Saturday.
- Can demonstrate entrepreneurial flair including buying and selling skills

ESSENTIAL EXPERIENCE:

- Working in retail settings – preferably at a managerial level
- Customer care and problem solving
- Team-building
- Record keeping including Excel spreadsheets

DESIRABLE EXPERIENCE:

- Delegation and problem solving
- Working with fresh and ambient foods
- Health and safety experience – preferably to IOSH standards
- Working with volunteer helpers
- Experience of community or voluntary sector
- Report writing

PERSONAL ATTRIBUTES:

- Empathic and considerate of those in hardship
- Able to create a friendly and welcoming environment
- Respective of the Christian values and principles of MRCT

TRAINING:

- Fire Marshalls
- First Aid
- Manual Handling
- Basic Food Handling / Storage (fresh and ambient)

Job Description Summary:

Line Manager: MRCT Community Support Centre Manager

DUTIES AND RESPONSIBILITIES

- Working collaboratively and collegiately with all other managers in the Community Support Centre
- Overseeing stock and sales management in collaboration with the food hub
- Overseeing daily fresh food reception, storage, display and sales in partnership with Bounty Club delivery drivers
- Overseeing merchandising display such that items are attractive presented and clearly labelled
- Setting and overseeing customer service standards in the supermarket area
- Scheduling and overseeing volunteer deployment including health and safety training to appropriate standards for all volunteers and ensuring volunteers are supported and identifiable by shoppers when on duty.
- The management and delegation of the deputy / supervisor and social coordinator including encouraging Bounty Club members to participate in social activities organised by the Bounty Club.
- Overseeing the functioning of volunteers and staff on tills in the supermarket including ensuring customer membership cards are swiped and customers are treated with courtesy
- To trouble-shoot or deal with complaints from customers should the need arise
- Cashing up of tills at the end of the day
- To have full and up-to-date working knowledge of health and safety standards required for the range of items stored and sold in the shop
- Ensuring all health and safety compliance is carried out to these standards in foods ranging from ambient / long shelf life to short date fresh items received daily
- Working with the on-site facilities manager to ensure that all displays and storage facilities are functioning well and monitored to health and safety standards
- Working collaboratively with on-site guidance, advice and information agencies to best serve the needs of Bounty Club members
- Liaising with the MRCT nutritional and cooking project coordinator to develop nutritional awareness of all items sold
- Keeping records to enable the project to have reliable data on use and attendees where required.
- Carry out all duties in a manner that is consistent with the MRCT policies and procedures, recognising the Christian ethos of the MRCT as a non-discriminatory, respectful organisation committed to the dignity of all people.

More about the Bounty Club and MRCT Support Centre

The Bounty Club offers low-cost food in a social supermarket format, with long shelf-life food alongside surplus fresh food that we collect on a daily basis. It is open to anyone who wants to use it, and visitors become members in order to shop with us. Membership is free, but this allows us to keep in touch with those who come and invite them to otter sessions.

We currently around 2,900 signed up members with a regular 600 customers per month.

As a 'social' supermarket, we also offer additional activities and support sessions. Some of the are in-house such as the 'good food' project but are due to expand into further activities in a separate venue in the Harvey Centre Level 1.



The Bounty Club is designed to create a step-up out of Foodbank dependency for those experiencing short-term crisis. As a half-way house between the Foodbank and regular shops, it offers a wide range of food at 50 -70% of the lowest supermarket prices. As well as a step out of the Foodbank for previous users, many who come to the Bounty Club are avoiding crisis through stretching their spending. This is a preventative route for those at risk of reaching crisis point, particularly households with small budgets who are often a step away from destitution[1]. This is increasingly the elderly and families new to the country seeking asylum.



The Bounty Club also has a mobile service through a van which is operates from the Food Hub in the storage area above the shop.

The Food Hub is a new venture opening in July 2025. It will order in the longer life shelf items for the Bounty Club. As well as these items, we pick up daily from a number of wholesalers and retailers in our vicinity. From these we get surplus fresh and ambient food. A noticeable feature of the Bounty Club is a waiting area where most days 40 – 60 people wait to get a pick of the fresh items that we pick up.

[1] *defined as failure to afford one or more of food, clothing, heating or lighting*

The Centre also helps families with essential items other than food. The best known is Harlow Foodbank which gives out free food donated by our neighbours to people referred to it by frontline professionals working around the town. Most days this give out 20 – 25 food parcels to households who have hit crisis point and can't afford food.



Another on-site project is Bump to Five, our baby bank. Through it we provided vital help to over 1,500 children last year. These would otherwise have gone without household items such as beds and cots, clothes, nappies or pushchairs to get out and about. These are given out free to families referred from children's services, social work, neo-natal support, women's refuges and through the Foodbank.

We have also expanded our pre-loved School Uniform Shop open 2 days per week and full time over the summer holidays. This takes in and sorts donated items, selling on at negligible cost to cover staff costs. Over 4,000 items donated to us by local parents were sold last summer.

The Centre is also a first contact point for the Harlow Hive which gathers information and takes action on ways that the town may be improved by and for those affected by poverty.

Finally, we host local agencies who are on hand to offer advice, information and guidance. Among these are a full-time financial case worker who last year helped visitors manage over £500,000 of debt (avoiding higher costs of debt such as pay-day loan companies) and claim over £125,000 of benefits they did not know they were entitled to.

Please see www.mrct.org.uk for further information on MRCT, on these projects and our other longest running project, The Maybury Open Door, which runs upstairs from the Bounty Club on Level 1 of the Harvey Centre.

Recruitment process

Application is by Application Form only – no CVs please.

The closing date for applications 9am, Monday 21st July 2025

The Application Form can be downloaded here https://mrct.org.uk/wordpress/wp-content/uploads/2025/07/MRCT-Application-Form-Bounty-Club-Manager-2025.docx

Or contact enquiries@mrct.org.uk or call 01279 724515 to be sent a copy.