Bounty Club Supervisor and Social Coordinator

The Bounty Club is the largest of four customer/client facing projects hosted in the MRCT Community Support Centre. All of these support households in the town 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 supports the Bounty Club Manager to deliver the retail services in the social supermarket by serving in the Bounty Supermarket; selling, welcoming and ensuring that they understand how the centre works and are aware of the other activities available to them.

The role also has core responsibilities to act as the **Supervisor for the Bounty Active Centre**, based in a second MRCT venue on Level 1 of the Harvey Centre, championing the development and integration of the Bounty Active Centre within the Bounty Club offering. The Bounty Active Centre is a new initiative encouraging members of the Bounty Club to participate in physical, social and wellbeing activities that are delivered by outside experts or organised by Bounty Club members. This role will help ensure that the Bounty Active Centre is well run and publicised in the Bounty Supermarket.

Who We're Looking For

We're looking for someone who can move naturally between the practical demands of a busy shop and also help build confidence and connection between shoppers in a social setting.
You'll enjoy helping things run smoothly, whether that's supporting volunteers, supervising day-to-day activities, welcoming members or ensuring people receive the right support at the right time. Just as importantly, you'll gain satisfaction from encouraging people to take their first step into a cooking session, wellbeing activity, exercise class or friendship group.
You will be approachable, organised and full of encouragement. You will recognise that food support can be a gateway to wider change, and that small conversations, invitations and acts of kindness can help people move from surviving towards thriving.
If you believe in the strengths and potential of others, enjoy working as part of a team, and want to play a practical role in strengthening our community, we'd love to hear from you.

Job Title	**Bounty Club Supervisor and Social Coordinator**	**Job Category**	Customer service and development
Base Location	MRCT Community Support Centre, the Harvey Centre, Harlow	**Reporting to**	Bounty Club Manager
Salary	£20,253 (4 days pro-rata of £25,316)	**Contract length**	Fixed term – 12 months
Position Type	Part time	**Hours worked**	28 hours per week: Rolling rota of 4 days per week 8.30 am to 4.30 pm (1 hour lunch) including alternate Saturdays.

Job Summary:

The Bounty Club is the largest of four customer/client facing projects hosted in the MRCT Community Support Centre. All of these support households in the town 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 supports the Bounty Club Manager to deliver the retail services in the social supermarket by serving in the Bounty Supermarket; welcoming and registering new Bounty Club members, ensuring that they understand how the centre works and are aware of the other activities available to them.

The role also has core responsibilities to act as the **supervisor for the Bounty Active Centre**, based in a second MRCT venue on Level 1 of the Harvey Centre, championing the development and integration of the Bounty Active Centre within the Bounty Club offering. This requires the ability to work effectively across both the social wellbeing objectives of Bounty Active and the operational and sales objectives of the Bounty Centre, ensuring that both areas complement and strengthen the overall service. The Bounty Active Centre is a new initiative encouraging members of the Bounty Club to participate in physical, social and wellbeing activities that are delivered by outside experts or organised by Bounty Club members. This role will help ensure that the Bounty Active Centre is well run and publicised in the Bounty Supermarket.

Charity Mission

MRCT is a well-established Christian-based charity aiming to develop lives in our community.

MRCT promotes the value and significance of every person, empowering them to develop their potential and self-confidence. By giving support and encouragement we provide opportunities for community integration, enabling each individual to help meet local social needs in a positive and practical way.

MRCT works to the Faithworks Charter, supporting the dignity, equality and Human Rights of all people. The-Faithworks-Charter.pdf

Job Description

KEY DUTIES AND RESPONSIBILITIES

Community Supermarket Operations and Customer Service

- Supporting stock and sales display in in the supermarket
- Supporting daily fresh food reception, storage, display and sales in partnership with Bounty Club delivery drivers
- Alongside the Bounty Club Manager, overseeing all merchandising and display such that items are attractive and clearly labelled
- Taking shifts on the tills, when necessary, alongside supporting the functioning of volunteers and staff on tills ensuring 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 when necessary
- Registering new Bounty Club members and updating them on opportunities to participate in social activities organised by the Bounty Club – motivating them to join when possible
- Working collaboratively and collegiately with all other staff in the Community Support Centre

Supervision and Service Coordination – *post specialism*

- Supporting the effective coordination of volunteers, partners and activities across the Bounty Active Centre.
- Promoting participation, community engagement and social inclusion through Bounty Active activities.
- Opening and closing the Bounty Active Centre and ensuring spaces are prepared appropriately for activities and partner use.
- Encouraging Bounty Club members to participate in wellbeing, fitness and social activities where appropriate.
- Monitoring that activities are delivered in accordance with partner agreements and relevant Health and Safety standards.
- Liaising with the MRCT nutritional and Cooking Project Coordinator to develop nutritional awareness of all items sold

Volunteer Support

- Motivating volunteers to deliver high customer service standards in the supermarket and Bounty Active areas
- Supporting volunteer deployment levels in collaboration with the Bounty Club Manager

Health, Safety, Compliance and Administration

- 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
- Upholding health and safety compliance to these standards in foods ranging from ambient / long shelf life to short date fresh items received daily
- Collaborating with the on-site facilities manager to ensure that all displays and storage facilities are functioning well and monitored to health and safety standards
- To help keep records that will enable the project to have reliable data on use and attendees where required.

Cross-Service Support and Flexibility

- Providing reasonable operational support and cover across other Community Supermarket Supervisor lead responsibility areas as required to ensure the effective running of the service.

- Carrying out any other duties reasonably required to support the effective operation and development of Bounty Active and the wider Community Support Centre.
- 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 organisation committed to the dignity of all people.

Person Specification

Our Ideal Candidate: We are looking for someone who can move naturally between the practical demands of a busy social supermarket and the relational work of building community. You will enjoy helping things run smoothly, but you will gain equal satisfaction from helping someone take their first step into a cooking session, wellbeing activity, exercise class or new friendship group. You will recognise that food support can be a gateway to wider change and that small conversations, encouragement and invitations can help people move from surviving towards thriving.

Experience (Essential):

- Working in a customer-facing environment, ideally within retail, hospitality, community services or the voluntary sector.
- Working positively with people from a wide range of backgrounds, including those experiencing hardship or social exclusion.
- Supervising, supporting or coordinating volunteers, staff or activity groups.
- Dealing calmly and professionally with customer enquiries, concerns or complaints.
- Maintaining accurate records and completing routine administrative tasks.

Knowledge and Understanding (Essential)

- Excellent customer service principles.
- Importance of treating all people with dignity, respect and compassion.
- Awareness of the barriers faced by people experiencing financial hardship, isolation, poor health or reduced confidence.
- Basic Health and Safety responsibilities in retail and community settings.
- Knowledge of the importance of confidentiality, safeguarding and appropriate professional boundaries.
- How the role that social connection, wellbeing activities and community participation can play in improving quality of life and resilience.

Skills and Abilities (Essential)

- Excellent interpersonal and communication skills.
- Building positive relationships quickly with members, volunteers, colleagues and partner organisations.
- Making people feel welcome, included and valued.
- Motivate, encourage and support people to engage in new opportunities and activities.
- Supervise volunteers and support high standards of customer service through positive and consistent leadership.
- Organise competing priorities and manage time effectively in a busy environment.
- Solve problems practically and use initiative appropriately.
- Work effectively across both the operational requirements of a busy Community Supermarket

and the community engagement objectives of Bounty Active.
- Good administrative skills, including record keeping, cash handling and basic IT skills.
- Maintain professional standards and remain calm under pressure.
- Willingness to work flexibly, including a rolling rota and alternate Saturdays.

Personal Qualities

The successful candidate will demonstrate:

- A welcoming, approachable and positive manner.
- Compassion, empathy and emotional resilience.
- Reliability and a strong sense of responsibility.
- A practical and proactive approach to challenges.
- Confidence to work independently and as part of a team.
- Creativity and enthusiasm in encouraging participation and engagement.
- Integrity, honesty and trustworthiness.
- A genuine belief in the strengths and potential of the people we serve.

Values and Ethos

The postholder will be expected to:

- Able to support the Christian ethos, mission and values of MRCT.
- Demonstrate respect for the dignity, equality and human rights of every person.
- Promote inclusion and participation regardless of background, belief, ethnicity, gender, disability, age or circumstance.
- Work collaboratively with colleagues, volunteers and partners to provide joined-up support.
- Contribute positively to a culture of encouragement, hope and practical action within the Community Support Centre.

Desirable Experience

- Operating in a Social supermarket, foodbank, community hub or similar setting.
- Organising or coordinating community activities, events or wellbeing programmes.
- Working with partner organisations and external agencies.
- Use of EPOS systems, membership databases or booking systems.
- Knowledge of food safety requirements relating to fresh and ambient foods.

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time