

THE PYRAMID AT ANDERSTON

COMMUNITY FOOD MANAGER

24 - 35 hours per week

FTE £28,000 - £31,000 per annum

Fixed term contract of 24 months, extension subject to funding

Based at The Pyramid at Anderston

Responsible to: Chief Officer

Responsible for: Assistant, Volunteers

Key relationships: Head of Operations; Community Cook; other Pyramid Staff and Trustees; Pyramid and Shop Members and customers; food partners, e.g. MoveOn/FareShare; corporate partners and funders.

The Pyramid at Anderston SCIO, registered Scottish Charity: SC048144 was formed in 2018 and took ownership of our iconic B-listed heritage building in March 2019. Our range of work is continuously evolving; we have completed Phase 1 of the building's redevelopment, which includes accessibility improvements, our refurbished Community Sports Hall, Kitchen, and Community Shop. We produce a range of high-quality innovative events and activities with the community. We are committed to a diverse workforce with wellbeing central to all we do www.thepyramid.scot

Our charitable objectives:

To prevent and relieve poverty; to advance citizenship and community development; to advance the arts, heritage and culture; and to provide recreational facilities and organise activities for members of the public which reduce isolation and loneliness and increase wellbeing.

Our vision is to Make Anderston Flourish

Our mission is to be an inclusive and inspiring community-led anchor organisation that is central to building wealth and wellbeing.

Values

Inclusion

Collaboration

Diversity

Integrity

Compassion

THE PYRAMID'S STRATEGIC AIMS AND OBJECTIVES

To achieve stability and sustainability for the future of The Pyramid.

Development and maintenance of The Pyramid building and estate, reducing carbon emissions.

To cement the Pyramid's status as a Community Anchor Organisation.

To grow and deliver a range of inspiring and inclusive projects, programmes, activities and events for community members.

- Improve the wellbeing – health, prosperity, and quality of life – of our community
- Ensure that our community has access to good affordable food, improved outdoor spaces, and a range of support, services, advice, activities, events and opportunities to improve their lives, with a particular focus on those who are marginalised, affected by poverty and/or disadvantage.
- Deliver and develop community wealth and capacity building activities to progress local economic regeneration.
- Further grow our membership and number of participants, particularly from under-represented groups.

COMMUNITY FOOD MANAGER

The Pyramid launched its Shop in September 2022, followed by a Community Fridge. These established community resources support local people affected by food poverty and/or other disadvantage, as well as people experiencing cost of living pressures or having difficulty accessing food, along with those who want to reduce food waste. The Shop operates on a membership model and weekly payment, the Fridge is free to use. Both the Shop and Fridge redistribute around a tonne of surplus food each week, supplied by a paid subscription to FareShare and a number of partnerships.

We also provide a weekly Community Meal, some local food-growing opportunities, cookery lessons, and a school Holiday Club which prevents holiday hunger – these activities are delivered by the wider Pyramid team and Community Cook.

Our Community Food projects provide and develop volunteer opportunities, working with a range of people in different volunteer roles. The Shop in particular also serves as a regular link with our community and allows us to share news, information, and other sources of support.

The Pyramid is currently participating in a pilot programme as a Community Food Hub, supported by Hubbub, including the Community Fridge, meals, cookery lessons, and local food growing.

This is a new role, offering opportunities to develop our Community Food offering and greater use of the Shop space as well as to generate income. The Community Food Manager will be part of the wider Pyramid team, reporting to the Chief Officer and working closely with the Head of Operations. The successful candidate must be able to work on Thursdays and Fridays as the Shop is open on those days. Future development will likely require some weekend working.

KEY RESPONSIBILITIES

Manage the Pyramid Shop and Community Fridge to ensure a high quality and reliable service is provided.

Manage stock, including appropriate rotation of food, manage and maintain all stock records and accompanying paperwork.

Develop Community Food projects and Shop services, including a new regular food market and income generating activity.

Ensure Community Food projects always operate in line with statutory requirements of a food business, and all records, checks, cleaning, etc are carried out correctly and promptly. Maintain excellent standards of cleanliness, hygiene and food handling at all times.

Maintain accurate financial records, including handling and recording cash and card payments, ordering and invoicing, etc.

Manage Shop Membership, ensuring that records are up to date and correct. Manage Membership renewals and waiting list.

Maintain and develop relationships with partners, suppliers and donors, including FareShare, Neighbourly, InKind Direct, individual supermarkets, etc. organising collections and deliveries.

Manage and train any Shop staff and Volunteers. Ensure records of staff and volunteer hours and staff leave/absence are accurate and up to date.

Contribute to the management of The Pyramid's Volunteer programme, specifically managing Community Food Volunteers and maintaining all records. Work with Head of Operations to ensure all Volunteers have up to date training and information required for their role.

Work with the Community Cook to provide food for the Kitchen to process/prepare ready meals.

Reporting of issues, customer feedback, and general regular reports and impact assessments of Shop and Fridge usage, including funder reports.

Strategic development and business planning for our Community Food offerings and Shop services, working closely with the Chief Officer and Head of Operations.

This role is physically demanding and will require the post holder to undertake regular manual handling, including lifting, carrying, unloading, and moving of food products.

Contribute towards the monitoring and evaluation requirements of The Pyramid.

Attend and contribute to Pyramid team meetings.

Any other reasonable duties which may be required by The Pyramid.

There will be some requirement to work evenings, weekend work may also be required on occasion.

We are committed to staff development and a skilled workforce – relevant training will be provided.

PERSON SPECIFICATION AND REQUIRED SKILLS

- Previous experience in retail, ideally in a food and/or community setting.
- People management skills, ideally staff and volunteers.
- Comprehensive practical knowledge of health and safety regulations and procedures.
- Strong organisational and problem-solving skills.
- Excellent interpersonal and communication skills.
- Entrepreneurial and able to develop ideas into practical projects.
- Ability to work independently and as part of a team.
- IT literacy, excellent record keeping skills.
- Physical fitness and ability to perform manual tasks (e.g. lifting and moving containers up to 20kg without assistance).
- Minimum REHIS Elementary level, or equivalent, Food Hygiene (or willing and able to achieve on appointment), with willingness to undertake higher training

Criteria	Essential	Desirable
Qualifications		
REHIS Elementary Food Hygiene or equivalent – further/higher qualifications would be an advantage	X	
Catering/hospitality qualification at SCQF level 4 or above		X
Emergency First Aid		X
Full clean Driving Licence		X
Skills and Experience		
Good organisational skills and attention to detail	X	
Good communication skills including written and spoken English with the ability to maintain records and produce reports	X	
At least 1 year of experience/training in professional food production/handling/retail or similar		X
Ability to represent The Pyramid to and engage with customers, Members and partners	X	
Experience of managing staff and/or volunteers	X	
Proficient in using IT and software including MS Office suite or similar; ability to establish and maintain databases	X	
Excellent financial/budget management and reporting skills	X	

Retail experience including cash handling and knowledge of payment systems	X	
Ability to identify and develop opportunities with an entrepreneurial mindset	X	
Experience of business planning and development		X
Knowledge of Mental Health First Aid		X
Qualities and attributes		
Passionate and knowledgeable about food, with a commitment to reducing food waste and food poverty	X	
Highly motivated and resilient individual, able to meet tight deadlines and targets and to manage workload priorities	X	
Ability to be a positive, flexible and enthusiastic member of The Pyramid team and prepared to work out of normal office hours	X	
Commitment to the ethos and values of The Pyramid	X	

Key terms and conditions

The above serves to highlight the type of duties and responsibilities which will be required in the role. It is not an exhaustive list and responsibilities may vary. There will be some requirement to work at evenings and weekends.

1. Pension contributions: employees are automatically enrolled into a workplace salary sacrifice pension scheme when contracts will last for a minimum of 3 months, subject to meeting minimum income thresholds. You may opt into the pension scheme from Day 1, subject to meeting other conditions, by notifying your Line Manager. Employer and employee will both contribute a minimum 4% of salary. If the employee chooses to increase their contribution to 5% or above, the employer will pay an additional 1% taking employer contribution to a maximum of 5%. Pension rules can be complex and change, The Pyramid does not offer any pension advice and you are advised to consult an independent advisor if required.
2. Annual leave: employees are entitled to 35 days annual leave, including public holidays (pro rata for part-time positions).
3. Place of work: The Pyramid at Anderston, 759 Argyle Street, Glasgow G3 8DS.
4. Core contracted hours and exact working pattern to be agreed. Additional overtime hours may be required to support Pyramid events and activities and notified in advance. Evening work will be part of this post and weekend work may be required on occasion.
5. In order to comply with the Asylum and Immigration Act 1996, you will be asked to provide document(s) confirming your eligibility to work in the UK.
6. On appointment, all employees will be asked to share a Level 1 Disclosure, dated within the past 28 days. The Pyramid may request further Disclosure checks including PVG scheme membership. The Pyramid bears any costs associated with this.

Note: This job description is a general overview and may be subject to change based on the specific requirements and policies of The Pyramid at Anderston.

*The Pyramid at Anderston is committed to equality of opportunity,
and supports a diverse workforce throughout all roles.*

This document does not form part of a contract of employment.