



## Position Description

**Position title**                      **Social Supermarket Assistant**

**Reporting to**                        **Floor Manager Social Supermarket**

**Staff reporting**                    **GM Social Enterprise**

### Our context

Wellington City Mission (WCM) is a faith-based community organisation that has been supporting those in need in the Wellington region through the provision of social services since 1904.

### Our vision

*People and communities empowered, transformed and experiencing fullness of life.*

### Our values

Aroha / Love

Tūmanako / Hope

Whanaungatanga / Kinship

Manaakitanga / Generosity

### Purpose of the role

The Social Supermarket Assistant is part of the Social Supermarket team. The Social Supermarket team's purpose is to provide outstanding service to our shoppers.

The Social Supermarket Assistant's purpose is to support the social supermarket staff with database inputting of referrals and on the floor support within the social supermarket.

### Representative responsibilities and outcomes

General programme, Team support and Collaboration	
Support social supermarket shoppers	Shoppers are warmly welcomed into the social supermarket. Shoppers are receiving good information and assistance making their shopping successful.

	Ongoing social supermarket support is being provided as required.
Escalate incidents or concerns to General Manager, Social Enterprises	Serious concerns and/or incidents are reported promptly. Staff and shoppers are kept safe. Risks arising from incidents are minimised.
Attend team meetings and internal supervision	Good communication and planning occurs.
<b>Administration</b>	
Maintain a photocopy supply of forms and documents as required for The Social Supermarket	Forms are available when required.
Enter Social Supermarket data as requested into WCM Database	Social Supermarket data is current and accurate.
Carry out any other assigned tasks or programme responsibilities as requested	Social supermarket team and operations are supported and effective.
<b>Process improvement</b>	
Look for and propose process improvements	Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect.
<b>Values and health and safety</b>	
Demonstrate WCM's Kaupapa and values	All tasks and interactions are carried out in ways that are consistent with WCM's Kaupapa and values.
Comply with WCM's health and safety practices and processes	Hazards are identified and controlled in line with WCM's health and safety management The position holder and those they work with are kept safe.

### Person specification

Essential	Desirable
<b>Qualifications</b>	
Proven experience and competency in MS Office and database applications	
<b>Knowledge and experience</b>	
Proven customer service experience	The ability to prioritise tasks within a changing environment.
<b>Attributes</b>	
Sensitivity to diversity in socio-economic backgrounds, culture, age, ethnicity and gender	
Excellent communication and organisational skills	
A demonstrated commitment to the provision of quality services	
Honesty, integrity and an understanding of the significance of confidentiality.	

## Key relationships

Inside WCM	Outside WCM
Floor Manager	Social Supermarket shoppers
Procurement & Key Relationships Manager	Foodstuffs manager & staff
GM Social Enterprise	Supermarket suppliers

## Drivers' licence

This position does not require the position holder to have a current car drivers' licence.

## Place and hours of work.

The normal place of work is 15 Gordon Place Newtown. The position holder may be required to work elsewhere from time to time according to the needs of WCM. WCM may also vary the normal place of work as long as the variation is reasonable.

This is a fulltime 37.5 hour per week position. Normal hours are Monday to Friday, between 8.30am and 4.30pm unless otherwise agreed with WCM.