



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. |
| Administration | |
| 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. |
| Process improvement | |
| Look for and propose process improvements | Processes are effective and innovative. WCM demonstrates best practice. WCM resources are used to good effect. |
| Values and health and safety | |
| 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 |
|--|--|
| Qualifications | |
| Proven experience and competency in MS Office and database applications | |
| Knowledge and experience | |
| Proven customer service experience | The ability to prioritise tasks within a changing environment. |
| Attributes | |
| 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.

Employment Application Form

Your privacy

We collect the information in this form as part of our assessment for employment at Wellington City Mission. If you are appointed to a role at Wellington City Mission, this information will be kept as part of your personnel records and you will be entitled to view it at any time. If you are not appointed this information may be kept for up to three months and then will be destroyed.

The position

What position are you applying for?

How did you hear about the position?

Your personal details

What is your full name?

| First names | Last name |
|-------------|-----------|
| | |

What name would you like us to use when we email you or speak with you? (eg Susan, Sue, Ms Smith)

What is the best phone number to contact you?

What email address should we use?

Have you previously worked for Wellington City Mission? If you have, please give the position(s) you worked in and the dates.

| Position | Dates |
|----------|-------|
| | |
| | |

Immigration status

Are you living in and legally entitled to work in Aotearoa New Zealand?

What is your residency status?

If you have a work visa, what type of visa do you have and when will it expire?

| | |
|--------------------|--|
| Visa type | |
| Expiry date | |

Note that we will need to see evidence of your citizenship or immigration status if we offer you the position.

Medical conditions, disabilities and other restrictions

Having read the job description, are there any circumstances or conditions that could affect your ability to do the job you are applying for? If so, please provide details in the text box following. You only need to tell us about conditions if they will affect your ability to do the job. We are committed to being inclusive, and we will do what we can to accommodate disabilities or other requirements.

Have you ever had any work-related illnesses or medical conditions such as gradual process injuries which could be aggravated by the tasks described in the job description? If yes, please give details.

Charges and convictions

Have you ever been convicted of a criminal offence or are you facing an investigation or criminal charges now? If yes, please give details in the box below. You may still be considered for the role even if you have previous convictions or charges pending, but the nature of our work means we need to know about them. There may be convictions you don't need to declare because of the [Clean Slate Scheme](#). If you are not sure what you need to declare you should get advice.

Note that if we get to the stage of offering you employment, we will conduct a Police vetting check.

Conflicts of interest

Do you have any interests or relationships that could be, or could appear to be, conflicts of interest? A conflict of interest can arise if you or someone close to you works or volunteers for, or has an interest in, an organisation that provides services to Wellington City Mission. It is also a conflict of interest if you or someone close to you works or volunteers for or has an interest in an organisation

that competes with Wellington City Mission or is inconsistent with Wellington City Mission's values. If you have or may have a conflict of interest, please give details in the box below.

Many conflicts of interest can be managed, but we do need to know about them.

Professional registration

If your profession requires you to be registered for this role (for example a Social Worker), are you currently registered?

Have you ever been declined registration or had your registration suspended or cancelled by your professional association?

If yes, please provide details.

Driver's licence

Please complete this section if the position description requires a driver's licence.

| | |
|---|--|
| Do you have a car driver's licence? | |
| Have you had your licence suspended or disqualified for traffic offences in the last ten years? If yes, please give details. | |
| Have you been declined vehicle insurance or had vehicle insurance cancelled in the last ten years? If yes, please give details. | |

Your CV

Please send this completed form with an up-to-date CV to the email address below. You can include a cover letter if you wish.

In your CV, please include full details of your current or most recent employment, and full details about other roles you have had that you think are relevant to this position. Please also list with dates all the jobs you have had in the last ten years, including the reason for any periods when you were not in work.

In your CV, please also list your professional, academic or technical qualifications if these are relevant to the position. Don't be discouraged from applying if you don't have qualifications. We value experience and not all positions require qualifications.

We also value volunteer experience. Please include in your CV or cover letter any volunteer work you have done that is relevant to the position or to the work of Wellington City Mission.

Finally

Please complete the following declaration. When you enter your name and today's date you are confirming that the following statement is true.

"I declare that the information supplied in this application form, my CV and cover letter is correct and complete to the best of my knowledge."

| | |
|--------------|--|
| Your name | |
| Today's date | |

Please email your CV, cover letter and this application form to Jeremy Neeve at jeremy@wcm.org.nz