

heavy items.

- To set up the Mobile Market Community Outlets in line with agreed guidelines.
- To keep accurate financial, quality and customer feedback records in line with Stepwell's monitoring procedures, providing the Office Manager with daily and weekly reports.
- To ensure Stepwell's mobile market is environmentally friendly, promoting best practice in relation to food waste, recycling and packaging.
- To provide day to day support of volunteers/work placements in line with agreed policies and role responsibilities.
- To ensure the van is road worthy at all times with issues reported to the Service Development Manager in a timely manner.
- To provide general transportation support to the wider Stepwell team (including removing recycled waste, delivering equipment for cook schools and collecting laundry).

COMMUNICATION

- To build a positive relationship with all mobile market customers (and potential customers) ensuring they are served in a friendly and informed manner responding to questions and concerns graciously at all times.
- To communicate appropriately with all partners and suppliers ensuring any issues or concerns are resolved quickly.
- To promote Stepwell, our values and services to the Inverclyde community.

SERVICE DEVELOPMENT

- To support the establishment of new Mobile Market Community Outlets throughout Inverclyde with a priority focus on disadvantaged communities.
- To contribute to the overall development of Stepwell's mobile market as a social enterprise.

FINANCE

- To ensure cost effectiveness in the purchasing of fruit and vegetables, packaging materials and all other items essential to the mobile market.
- To ensure monies are collected and are correctly accounted for at the end of each sales day.

OTHER

- To attend all relevant meetings.
- To attend training relevant to the post.
- To participate in supervision with the Service Development Manager.
- To work in line with the values and ethos of Stepwell.
- To adhere to all Stepwell policies, procedures and code of conduct.
- To undertake any other duties appropriate to the post in furtherance of Stepwell's aims, objectives, policies and procedures or as requested by the Service Development Manager, Managing Director or Board of Directors.

SALARY SCALE

£15,500 per annum

HOURS OF WORK

35.5 hours per week

- Monday – Thursday 8.45 – 5.00
- Friday 8.45 – 3.00

JOB LOCATION

Your place of work will be Stepwell Consultancy Ltd.'s office at Suite 3, Clarence House, 1 Haig Street, Greenock PA15 1EA with service delivery in a variety of venues throughout Inverclyde in response to service needs and/or at the request of the Service Development Manager, Managing Director or Board of Directors.

JOB DURATION

The post is full time permanent.

As all Stepwell Consultancy Ltd. posts are dependent on future funding and income generation you should be aware that should we be unable to obtain future funding, we may have to make you redundant.

PERSON SPECIFICATION

JOB TITLE	Mobile Market Sales & Support Worker	
QUALIFICATIONS	Good general education	Essential x Desirable
EXPERIENCE	Strong customer service experience ideally in a sales/retail environment. Experience in supporting volunteers.	Essential x Desirable x
KNOWLEDGE, ABILITIES AND SKILLS	Exceptional interpersonal, face to face, customer service skills. Knowledge and personal belief of the benefits of health eating and the importance of fruit and vegetables as an essential part of a balance healthy lifestyle. Good mental maths skills. Good written and verbal communication skills including record keeping skills. Ability to manage workload with minimal supervision.	Essential x Desirable x x x x
PERSONAL CHARACTERISTICS AND APTITUDES	The drive and determination to provide the best services possible for local service users. High level of self motivation and ability to work on own. Physically fit, able to lift boxes of fruit and vegetables and deliver to community outlets around Inverclyde. Confident and effective in dealing with difficult or sensitive situations. Ability to engage with a wide variety of customers within the community Personal commitment to high levels of confidentiality, punctuality and reliability. High standard of professionalism Commitment to Stepwell's core values, working in a non-judgemental and anti-discriminatory way in accordance with Stepwell's Equal Opportunities Policy.	Essential x Desirable x x x x x x
OTHER	Good IT skills (Microsoft Word, Excel & Outlook essential). Flexible approach to working hours. Full driving licence with ideally at least 2 years driving experience. Occasional access to own car.	Essential x Desirable x x x