



THE SUNDAY TIMES
BEST NOT-FOR-PROFIT
TO WORK FOR 2018

Job Specification

Community Grocery Assistant
Manager



‘The Message is a fantastic place to work. I get to be part of a global mission, a supportive community, and grow under a group of inspirational leaders.’

Ruth, Central Support

For the last quarter of a century, we’ve been leading the way in reaching the hardest-to-reach with the life-transforming gospel of Jesus Christ. The Message Trust was founded in 1992 by Andy Hawthorne, a passionate evangelist who was awarded an OBE in 2011 for services to young people.

At the heart of our operation is our staff team – dedicated followers of Jesus who have seen transformation in their own lives and who are passionate about seeing other lives impacted by an encounter with Christ that leads to a lifestyle of discipleship.

In 2018 we were named the **Best Not-For-Profit Organisation To Work For in the UK** by the Sunday Times Best Companies survey, based on responses submitted by our staff. We’re proud to know that we’re not only making a difference in the lives of the people we reach through our work, but that we’re making a difference to our employees lives too by being an outstanding working environment.

At the heart of our staff culture is a regular rhythm of passionate prayer. We spend at least half an hour every day seeking God and listening to his voice. Working here means you’ll have room to grow, not just professionally, but spiritually too.

By joining the Message team, you’ll be joining a family – united in one vision to see lives changed for the better.

Find out more at message.org.uk.



Our staff team in 2018



Prayer & worship are at the heart of our staff rhythm



Message CEO and Founder Andy Hawthorne

Job Specification

Job Title: Community Grocery Assistant Manager

Hours: 17.5 hours

Salary: £8,751 (Pro Rata)

Start date: TBC

Responsible to: Community Grocery Manager

Primary internal working relationships: Community Grocery Manager, Hub Leader, church leaders, volunteers

Primary external working relationships: Community Grocery members, suppliers

Main purpose of the job

To support the Community Grocery Manager in the day-to-day running of the Grocery.

History of The Message Community Grocery

In April 2020, the national lockdown meant our café and kitchens at our Message Enterprise Centre had needed to close, but as we saw families in need of food on our doorstep we decided to repurpose this and reach out to the local community. Using our facilities, we cooked, prepared, and delivered thousands of food parcels and hot meals to residents across the local area throughout lockdown.

As our meal delivery programme came to an end in September there was still great need, so we set up The Message Community Grocery as a way to support people across Wythenshawe that were feeling the financial impact of Covid-19 through a membership scheme. Through the Grocery we are able to offer a range of food options fresh from local supermarkets, at a fraction of the cost. All our members also have access to a range of free support services including job clubs, debt relief support, mental wellbeing courses, exploring Christianity courses, voluntary work placements and more.

Within just a few weeks we had 500 families signed up to the Grocery, many joining the various courses and the success and need has opened doors for us to launch more groceries around the UK.

Find out more about how our Community Grocery works at www.communitygrocery.org.uk

Main duties and responsibilities

- Completing regular stock takes and ensuring the shop is adequately stocked and well presented at all times.
- Supporting the Community Grocery Manager in training volunteers.
- Providing a great level of customer service and building a good rapport with Community Grocery members, sharing your faith wherever the opportunity arises as well as encouraging members to engage with courses.
- Assisting the Manager in operating the day-to-day running of the Grocery and providing good customer service.
- Adhering to all relevant health and safety and food safety requirements and the completion of relevant documentation.

- The post-holder will be expected attend monthly prayer days and occasional evening prayer meetings.
- Be an advocate of The Message and help recruit donors to support the ministry.

Person Specification

Essential

- A team player who respects and supports the leadership of others.
- A commitment to excellence in all things, especially customer service.
- Ability to work to deadlines and under pressure.
- Ability to work both alone and as part of a team.
- Professional attitude and appearance.
- Able to articulate a clear vision for their role within the work of The Message, particularly with reference to their ability to function within the framework of its Mission, Vision, Ethos and Values. (Full copies of our Mission and Vision statement and our Ethos and Values statement are available on request or can be viewed online at www.message.org.uk)

Notes

All Message staff are set a personal fundraising target. We ask that the successful applicant has a minimum of £75 per month of regular financial support before commencing employment, increasing to £125 per month by the end of the three-month probation period and aims to add one supporter a month after that. Training and support will be given to help you achieve this. Staff are also expected to organise and take part in, at least one fundraising or other sponsored event annually.

This job description is not exhaustive and amendments and additions may be required in line with future organisational changes.

Genuine Occupational Requirement (GOR): This post has been identified as having a GOR to be filled by a Christian under the provisions of the Employment Equality (Religion and Belief) Regulations 2003 Section 7.2.

Confidentiality: Any information relating to people contacted by the Trust acquired in the course of duty must be treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of staff.

Any information relating to staff acquired in the course of duty must be treated in the strictest confidence and must be discussed only with senior staff members or with the line manager.

Working for The Message Trust

The Message Trust exists to share the good news about Jesus Christ boldly with young people, primarily in urban areas. Working in schools, in local communities and in prisons, The Message is in regular contact with around 100,000 young people each year across the UK and now internationally in South Africa, Canada and Germany from our base in Manchester.

Our objectives are expressed in the following ways:

- Producing quality Christian music and educational resources. Live music bands, printed materials, the internet and multimedia are all used to communicate the gospel to young people in ways that are relevant to today's youth culture and perspectives.
- Community-based Eden teams advancing the work of The Message through partnerships with local churches. Our goal is to see Eden teams with full-time and volunteer youth and community workers established in the most deprived neighbourhoods of the UK, positively impacting the people in those areas irrespective of religion, colour or background.
- Working in prisons and young offender institutions, sharing the gospel with inmates and offering discipleship programmes. After release, we offer supported housing in a Christian environment and employment through our enterprise initiatives.
- Inspiring and training church leaders and youth groups to be effective in reaching and communicating the Christian gospel to young people. Our goal is to produce discipleship materials, evangelism training courses and to inspire people to get involved with their neighbourhoods, through social action and evangelistic outreaches.
- Partnering with local churches, local authorities, schools, the police and other agencies to provide new opportunities and positive experiences for disadvantaged, deprived and marginalised young people across the UK.

Ethos & Values

Making A Difference

The Message Trust's work is underpinned by a clear definition of its Ethos and Values, which affirms the Christian origins of the Trust and its ongoing day-to-day working principles. A Statement of ethos and values is in place (see below) to demonstrate how the Christian Faith energises the organisation's work and sustains its culture, galvanising its long-term cohesion. The Trustee, Executive, Management and Outreach posts within the organisation have been recognised as carrying a Genuine Occupational Requirement. This is to ensure that the organisation's distinctive Christian basis is sustained. This is important given the extensive nature of the organisation's Christian charitable donor base which provides the basis for the financial viability of the work. The Message Trust is an inclusive Christian organisation, working with and supporting people from all sections of the community. In particular the Statement explains how organisations and individual people from all faiths or no faith can identify with and benefit from the services and support that the organisation provides.

We maintain the Trust's Christian ethos which is founded on a belief in God the Father as Creator, Jesus Christ the Son of God the Redeemer, and The Holy Spirit, the Enabler and third person of the Trinity. The Trust also affirms that the practical application of the Christian faith in accordance with the Bible should be expressed in daily work and living. As a Christian

organisation working with and supporting people from all sections of the community, we recognise the need to set out our values. These are clearly drawn from our Christian faith and our aim is that all our staff, volunteers, clients, service users, charitable funders and business partners should be able to identify with the benefits of the organisation's work and ethos.

People

We seek to empower staff to meet the needs and expectations of our clients and other service users as well as the requirements of the organisation overall. We will support staff through a comprehensive induction and training programme, backed up by strong supervision. The Message seeks to establish a culture that encourages teamwork, rewards creativity and innovation, and welcomes imaginative suggestions. Key attributes that The Message seeks in all its staff members and volunteers include valuing one another, honesty and integrity, the importance of the individual, respecting differences, a profound compassion, and working in an inclusive, non-discriminatory and non-judgemental way.

Partnership

We expect all staff to work together to achieve the aims and objectives of the organisation. To achieve this, staff will act as team players in supporting one another, recognising that more is achieved through harmony. We acknowledge and value contributions to our operation arising from the diversity of staff who join the organisation, and actively look to promote links and partnerships between the Trust and other service providers, local communities and agencies. To ensure all staff work as team players, we seek to create an environment where openness, trust and support of one another is expected. Our formal supervision policies place this expectation on all staff.

Performance

Our philosophy is to recognise the dignity and diversity of our clients and service users, to respect their independence, and to work with them to help meet their needs. Our staff will create an environment where our clients and service users are encouraged to take control of their lives and have the ability to exercise choice wherever possible. We will provide a high quality framework for our work, which sets out guidance and expectations. All staff and volunteers will accept their responsibility and accountability to treat clients and service users as they would wish to be treated, and challenge any practice that does not meet this standard at all times. Respect for the individual's freedom of choice will be paramount at all times. By working together, we aim to be recognised for "services of excellence" which offer proven choice, added value, and individually tailored support. We will value and recognise the importance of every individual helping to achieve this goal.