



*We are recruiting for a new*  
**COMMUNITY GROCERY  
MANAGER**



## Our Story

Welcome Church is a large, lively, diverse, multi-generational church in the centre of Woking, Surrey. Our vision in all that we do is to see **Life Transformed Through Jesus**.

During the last 7 years our church has experienced a rapid transformation in its leadership, staff, facilities and culture, which has accompanied an exciting season of growth. Since re-opening after the Covid pandemic we have more than doubled in size. We now regularly gathering over 1000 adults, youth & children at our two Sunday meetings, as well as serving and engaging hundreds more during the week.

We have over 700 adults engaged in midweek Lifegroups, and serve over 100 people each Monday at our Community Café. In 2024, 170 people completed a CAP Course run by one of our social action teams.

We serve over 200 children in our Sunday Kids groups and gather 150+ 11–18-year-olds on a Friday night at our Youth groups. We have also grown increasingly diverse as a church, with now over 50 nations represented in our congregation, including many from Africa, Southeast Asia, South America and the Caribbean.

In 2023-24, we began a new adventure, purchasing the three-storey office block located next door to our church. During 2025 we are transforming this empty building into a thriving Community Grocery and social action hub. It is for this initiative that we are seeking to recruit a **Community Grocery Manager**.





## Our vision for community impact

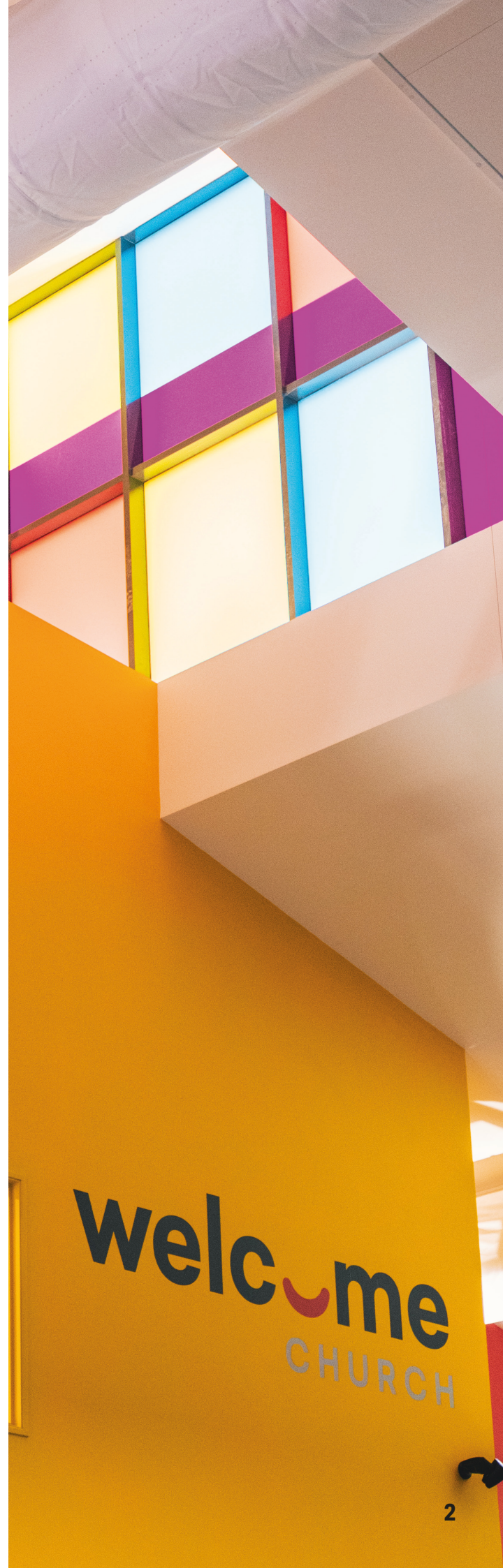
At the heart of our church is a deep commitment to serve and support those facing financial hardship and food insecurity in the wider community. We call these initiatives our Welcome Works — a range of practical and emotional support services for individuals and families across Woking and the surrounding areas who are battling the challenges of poverty.

In early 2026, we will launch a brand-new Welcome Work: a Community Grocery, hosted at our church in the centre of Woking. This vital initiative will act as a bridge between food banks and supermarkets, offering quality food at significantly reduced prices - saving Community Grocery members up to £2,500 a year.

But more than that, the Community Grocery will be a gateway to transformation. Our team will offer friendship, connection, and access to a wide range of life-changing courses and support groups - including debt advice, money coaching, job clubs, and mental health and wellbeing sessions. These services are for the whole community – they'll be free and open to all!

Our Community Grocery is part of a growing national movement pioneered by The Message Trust in Manchester. Already active in 27 towns and cities across the UK, this model has brought hope to over 55,000 families - and now, we're bringing it to Woking. We also have close relationships with other local initiatives and agencies who seek to support those facing financial hardship and food insecurity.

If you share this vision to see lives changed and communities strengthened, we would love you to consider applying for this role.





## **The role of Community Grocery Manager**

We are seeking a passionate, dynamic, and highly organised leader to launch and lead this exciting new initiative. Working with a dedicated team of volunteers, you will bring vision to life - helping to create a thriving, hope-filled space that serves our community with dignity and compassion.

You'll be a committed Christian who shares our heart to serve everyone in our community, especially those facing the challenges of poverty. Relational and approachable, you'll enjoy getting to know Community Grocery Members and helping them feel at home from their very first visit.

At the same time, you'll bring strong organisational and food management skills ensuring the grocery runs smoothly, safely, and efficiently. Ideally, you'll have food retailing experience although comprehensive training will be provided.

You'll be a leader of leaders: someone who can recruit, equip, and inspire a high-quality volunteer team. Together, you'll ensure the Community Grocery is well-presented, welcoming, and a gateway to the wider vision of transformation and care for all.

## **Development and training opportunities**

We are committed to a culture of personal development and encourage each staff member to pursue a plan for growth in areas related to their ministry, role, or leadership development. We're prepared to invest in external training and other personal development activities.





## Who you'll be working with

Welcome Church is led by a range of leaders, who each contribute significantly and are passionate to bring their best to the life of the church.

**Steve Petch** is the Lead Pastor of Welcome Church, bringing more than 23 years' experience of senior church leadership to the team, including having planted churches in Billingshurst and Chichester prior to joining us in 2017.



He is joined on the Executive Team by **Stephen Dawson** (Associate Pastor), **Christopher Hawes** (Teaching Pastor), **Dub Everitt** (Outreach Pastor), **Robin Willison** (Executive Pastor) and **Darren Forsdyke** (Director of Operations). The Exec team lead the church on a day-to-day basis.

Our Eldership Team of 8 lead the spiritual governance of the church and includes a mix of both employed and 'marketplace' Elders.

There are also some key team members that you will be collaborating with:

**Dub Everitt** is our Outreach Pastor and oversees all of our social action ministries, including our Community Cafe, and our CAP courses. Dub carries the vision for Community Grocery, and continues to develop partnerships with local agencies and decision-makers to ensure the initiative reaches our intended goals.



**Beryl Hunwicks** is our Community Links Co-ordinator working with other agencies across the town. She also leads the team responsible for running our Monday Welcome Works cafe and courses. Beryl will be a key volunteer to collaborate with on the Community Grocery, in our goal to connect members to support services that target the underlying causes of poverty and hardship.



**Darren Forsdyke** is our Director of Operations and oversees the operational side of Welcome Church, across a number of key areas. Darren is responsible for the redevelopment of Church Gate - the building which will house the Community Grocery and support its operations.





## How to apply

NB - Closing date for applications: **Friday 11th July 2025**

Please apply by email to **[helen@welcomechurch.uk](mailto:helen@welcomechurch.uk)** including a CV and a letter explaining your reasons for applying for the role and why you think you'd be a good candidate.

Please also feel free to visit us on a Sunday and remember to introduce yourself!

## Outline of the selection process

Role advertised	29th June
Closing date for applications	11th July
Shortlisting completed and outcome communicated to candidates	16th July
Invites sent for 1st interviews	16th July
1st interviews (in-person in Woking)	21st/22nd July
Outcome of 1st interviews communicated	25th July
2nd interviews - in-person	w/c 4th August
Outcome of 2nd interviews communicated	By 15th August





## ROLE PROFILE

<b>ROLE:</b>	Community Grocery Manager
<b>REPORTING TO:</b>	Outreach Pastor, plus key working relationship with Director of Operations
<b>RESPONSIBLE FOR:</b>	A team of Community Grocery volunteers
<b>SALARY RANGE:</b>	Up to £35,000 per annum
<b>HOURS:</b>	<p>Full time (37.5 hours per week), including covering all Community Grocery opening hours, currently proposed as:</p> <p>Mondays: 9.30am-4.30pm Tuesdays: 9.30am-1.00pm Thursdays: 9.30am-4.30pm Saturdays: 9.30am-1.00pm</p> <p>Requests for flexible working hours will be considered</p>
<b>LOCATION:</b>	Welcome Church, Woking, Surrey
<b>START DATE:</b>	Autumn 2025

Please note: the successful candidate must have the right to work in the UK.

### MAIN PURPOSE OF ROLE:

To manage the Community Grocery at Welcome Church and ensure a clear, relational system is in place to connect grocery members with the full range of support services available.

### RESPONSIBILITIES, DUTIES AND TASKS:

1. Managing and running the Community Grocery and owning every aspect of the project as if it was your own business.
2. Being 'the face' of the Community Grocery, regularly interacting with members, suppliers and community partners
3. Volunteer management
  - Recruiting and managing a team of volunteers.
  - Creating a rota to ensure all roles are filled for the day to day running of the Community Grocery.
  - Co-ordinating initial and ongoing training to equip the team to deliver a customer-focused service.



- Lead the team so they understand the vision and culture for the Community Grocery and associated services.
- Creating a working environment where constant improvement is actively encouraged and recognised.

#### **4. Community Grocery management and supply**

- Co-ordinating connections with food distributors including ordering and arranging delivery of a consistent supply of quality stock.
- Managing the Community Grocery so it is well-stocked, clean and presented clearly for members.
- Co-ordinating stock for the Community Grocery including inventory of goods and regular stock-taking.
- Ensuring the Community Grocery and warehouse is maintained to a 5-star Food & Hygiene rating.
- Complying with all Community Grocery policies and procedures, including adhering to all relevant health and safety and food safety requirements and the completion of relevant documentation.
- Adhering to agreed financial targets and budgets.
- Compiling and analysing data for reporting on impact.
- Managing the till system, ensuring cash is deposited in a timely manner.

#### **5. Community Grocery promotion and membership**

- Create and implement a promotion strategy to maintain and grow the Community Grocery and ensure it is well promoted to members and to the community, including through social media.
- Support the church's Community Links Co-ordinator as they manage and develop connections with agencies across Woking, including referral partners, to increase awareness and use of the Community Grocery.
- Managing the Community Grocery membership process and the membership database, including communications to members, making sure it complies with relevant legislation including GDPR.
- Co-ordinating the connection for members to wider support including our 'Welcome Works' services (e.g. courses, cafe)
- Work closely with the Welcome Works Lead in diary planning and signposting members to courses and other services

#### **GENERAL DUTIES:**

- Attend the Welcome Church weekly office staff meeting
- Regular meetings with key Community Grocery stakeholders
- Regular meetings with your line manager including participation in the church's appraisal process
- Participating in training and Community Grocery days run by The Message Trust (some involving travel to Manchester)



	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>QUALIFICATIONS AND TRAINING</b>		<ul style="list-style-type: none"> <li>Food hygiene level 3 (training will be provided if required)</li> </ul>
<b>EXPERIENCE / KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Building and leading teams (paid and/or voluntary)</li> <li>Managing volunteers</li> <li>Retail, supply management and/or other food services</li> <li>Food safety</li> <li>Experience planning, managing and delivering projects including monitoring progress and communicating project outcomes</li> <li>Managing budgets</li> <li>A commitment to excellence, especially customer service and managing staff</li> <li>Understands the need to comply with policies and procedures</li> <li>Experience using IT systems (MS Office or equivalent) to write and edit documents and spreadsheets</li> </ul>	<ul style="list-style-type: none"> <li>Working in and/or leading community, charity or church projects</li> <li>Customer service</li> <li>Hospitality experience including food safety</li> <li>Delivering training to volunteers</li> <li>Experience using databases and till systems</li> <li>Relationship management with individuals, organisations or businesses</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>Proven ability to work to deadlines and under pressure</li> <li>Ability to organise and administrate</li> <li>Clear communicator - written and spoken</li> <li>Ability to plan and run meetings and volunteer training</li> <li>Ability to create and sustain efficient processes and workflows</li> <li>A team player who respects and supports the leadership of others</li> </ul>	<ul style="list-style-type: none"> <li>Providing ongoing feedback on performance to volunteers</li> </ul>
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>A passion to see disadvantaged people achieve their full potential</li> <li>A practising Christian, who is, or is willing to become, an active member of Welcome Church</li> <li>Clean driving licence</li> <li>Ability to work in the UK</li> <li>A clean enhanced DBS check (processed by Welcome Church)</li> </ul>	



**NOTES:**

The Church reserves the right to alter the content of this job description to reflect the changes to the job, without altering the general character or level of responsibility

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