

Job Description

Social Enterprise Kent is an award-winning community organisation, passionate about improving lives and supporting the communities of Kent & Medway. We believe strongly in the power of social enterprise and in working together across all sectors to create meaningful change.

Job title: SEK Community Food Shop Deputy Shop Manager

Main purpose of job:

This role is perfect for someone who cares about people as much as they care about great service. As Deputy Shop Manager, you'll work closely with the Shop Manager and confidently step in when they're away, helping to keep the shop running smoothly day-to-day.

The job can be physically demanding at times — there's plenty of hands-on work including receiving deliveries, rotating stock, replenishing shelves, preparing orders, and presenting the shop at its best. You'll also take part in key operational tasks such as cashing up, basic paperwork, rota planning, and helping promote the shop on social media.

Most importantly, you'll help ensure the Community Food Shop is a warm, welcoming and supportive place for everyone who walks through the door.

Department: Social Value.

Location: Chatham based.

Position reports to: *The Shop Manager*

Position is responsible for: SEK Community Food Shop staff and volunteers

Length of contract: Permanent

Salary: £13.45 per hour (£26,227.50)

Hours of Work: 37.5 hours per week.

5 days out of 6 including Saturday with a day off through the week.

Additional information:

The SEK Community Food Shop is a new initiative supporting people in Chatham with access to affordable food. We're looking for someone who genuinely enjoys supporting others and wants to be part of work that has a real impact. You'll be working alongside amazing volunteers and helping create a friendly, welcoming environment.

Main duties

- Step in for the Shop Manager and support daily operations.
- Help ensure the shop runs smoothly and stays organised.
- Support and motivate staff and volunteers.
- Drive sales through merchandising and engagement.
- Deliver warm and respectful customer service.
- Ensure procedures are followed.
- Assist marketing incl. social media.
- Support safety, security and H&S.
- Promote positive inclusive culture.
- Build relationships with partners.
- Oversee food rotation and storage.
- Handle payments and finance admin.
- Communicate well with team and customers.
- Provide crisis food support.
- Signpost customers to support services.
- Create accessible social media updates.
- Use Outlook, Word, Excel.
- Manage orders and deliveries.
- Plan rotas.

Experience/Skills

- Experience in food retail.
- Passion for customer service.
- Understanding community challenges.
- Commitment to H&S.
- Commercial awareness.
- Leadership & organisation.
- Able to manage workload.
- Financial accuracy.
- Sales through merchandising.

Personal Attributes

- Attention to detail.
- Flexible & adaptable.
- Positive & proactive.
- Community-minded.
- Creative.
- Warm & approachable.
- UK driving licence (desirable).

Last updated: 14th April 2026

Date of next review: 14th April 2027