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 Manager

Main purpose of job:

This role is ideal for someone who is passionate about people and committed to delivering excellent service. As Manager, you will be responsible for the day-to-day running of the shop, including stock ordering and rotation, maintaining high store standards, managing staff, and ensuring customers feel welcomed and supported. You will have the autonomy to make local decisions, ensuring the shop operates smoothly while remaining within agreed budgets.

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: *Head of Food Projects*	**Position is responsible for:** SEK Community Food Shop staff and volunteers
Length of contract: Permanent	**Salary:** £28,000 pro rata
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
• Managing the day-to-day shop operation. • Managing staff and volunteers. • Manage shop budget and P/L. • Plan marketing campaigns to promote the shop. • 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
• Retail management experience • 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