

# Pecan Recruitment Pack



## Brief History

Pecan was established in 1989 as a response by the local churches to some of the social and emotional issues facing people in Peckham. Since then, the charity has provided practical and emotional support to people challenged with barriers such as unemployment, a criminal record, hunger, disability and even a lack of confidence in seeing an end to the difficult situations they face. Our heart continues to be in Peckham with an outreach across the borough of Southwark and other communities in our great capital city.

Pecan is a registered charity and a Company Limited by Guarantee, for more information on [our history](#), please visit our website.

## Our Ethos

As an inclusive Christ centred organisation, Pecan seeks to treat all people with dignity, openness and respect, demonstrating Jesus' grace and love in action. At the core of our [Mission, Vision and Values](#) is Kindness, Belief and Hope:

- Embracing diversity and loving every person for who they are
- Honestly building every person's confidence in their own unique capability
- Believing in the potential of each and every member of our diverse community
- Persevering alongside people through every challenge
- Starting, living, and ending every diverse and unique encounter in hope

## Our Services

We currently have 30+ members of staff that work across our different teams and projects:

- **[Employment Support](#)**; We deliver contracted programmes that support up to 1,000 people in their journey to employment. The team runs various in-house trainings and workshops and work with external partners to deliver qualifications such as SIA and First Aid.
- **[Together](#)**; This Pecan project brings together a range of activities and services previously delivered by Pecan's [HOurBank](#) project, into a new Community Hub that aims to create a one-stop-shop for our community. You will find a warm place to sit, café sessions, coffee mornings, arts and crafts, advice, support, health and wellbeing activities, workshops, and information. You will also find a variety of community and social activities, as well as signposting and information about what is happening in the borough.
- **[Women's Services](#)**; The Southwark and Lewisham Women's Hubs offer safe, welcoming, one-stop-shop support for those affected by the criminal justice system, and for local women seeking support, information, and community. The service provides gender-specific and trauma-informed support, helping to equip women with the tools and resources they need in a relaxed and welcoming space. The service offers one-to-one advocacy support, group activities and training workshops.
- **[Peckham Pantry](#)**; This is a social supermarket which was piloted in 2019 one day a week and expanded to 6 days a week in 2020, during the pandemic. Members of the pantry pay £4.50 per visit which enables them to shop for around £15 worth of food including fresh meat, fruit and veg and store cupboard favourites. It is expected that the Pantry will reduce childhood obesity in Southwark through increased access to affordable healthy food.
- **[Foodbank](#)**; This project operates 5 days a week across Southwark to provide food in times of financial crisis. The core aim to help people to manage their way out of their situation through creating a friendly, welcoming place that offers free advice and signposting to other relevant support services. Working with the community, we help our service users tackle long-term issues, as well as the immediate crisis that led them to us. The project works within the local community to receive donations of time, food and finance from the general public, churches, mosques, schools and businesses without whom we could not serve the community.
- **Central Services**; We cover various areas that factor into the operations of the organisation. These areas include Finance, Fundraising, Governance, Human Resources, Marketing, Office Coordination and Wellbeing.

We are governed by our [board of trustees](#) currently consisting of 11 members, and we also have around 100 volunteers who support our projects over the year.

Please visit our [website](#) for more details on our [team members](#) and services.

## Why work for Pecan

For thirty-five years, Pecan has been working in the community of Southwark supporting individuals to transform their life. We now seek ambitious, collaborative people passionate about our cause to join us at this exciting time.

We are a very diverse employer and strongly welcome applications from people of all backgrounds. We offer multiple benefits including the following:

### *Flexible Working (right to request)*

- Standard 36-hour week
- Compressed hours
- Part – Time
- Flexible Pattern
- Flexible Location (remote)

### *Family friendly policy*

- Enhanced Sick Pay
- Excellent work life balance
- Dependents Leave
- 30 days Annual Leave
- Maternity and Paternity Benefits
- Death in service/ Life Assurance Cover (4 times annual salary)

### *Pension*

- Enhanced employer contribution 8%
- Option to employee increase %

### *Learning and Development*

- Personal development actively encouraged (Internal and external training programmes/ Regular appraisal and supervision)

### *Additional Benefits*

- Based in vibrant Peckham
- Certified Disability Confident Employer
- Supportive culture
- Accredited London Living Wage Employer
- In-house fruit and veg rota
- 4 team away days annually

### *Access to an Employer Assistance Programme (EAP) via Croner & Perkbox*

- Health Assured provides a confidential counselling service 24 hours a day, 365 days a year to Pecan employees and volunteers.
- Counsellors are members of The British Association for Counselling and Psychotherapy and are covered by their code of Ethics and Practice.
- Pecan staff have access to Medical Solutions 24/7 confidential health helpline which provides direct access to qualified GPs rather than trained nursing staff.

### *Access to Wellbeing programmes*

- External clinical supervision sessions
- Internal wellbeing activities
- Regular prayers/reflection together
- Staff socials

### *Access to:*

- Up to £100 contribution towards the cost of glasses
- Cost eye test
- Bike to work scheme
- Perkbox membership

## JOB DESCRIPTION

<b>Title</b>	Head of Finance and Operations
<b>Team</b>	Central Team
<b>Reporting to</b>	Chief Executive Officer
<b>Hours</b>	36 hours per week (Full time)
<b>Salary</b>	£43,000.00 pro rata p/a
<b>Contract</b>	Permanent
<b>Location</b>	121a Peckham High Street, SE15 5SE

### **Purpose of the Post:**

This role is a core part of Pecan's senior leadership team (SLT), working to develop strategic direction and playing a key role in the organisation's aim to transform the lives of the most disadvantaged people in our community.

You will enable Pecan's frontline team to deliver the highest possible standards of service. You will have responsibility for developing a strategy and vision for all community food activities and developments within Pecan. You will focus on ensuring the programmes have dignity at their heart and work towards seeing an end to foodbanks.

You will work with the projects to support them to collaborate and work together. You will play a key role in the organisations aim of transforming the lives of the most disadvantaged people in our community.

### **Main Responsibilities:**

#### **Staff Management**

1. Line manage and appraise staff in line with Pecan's procedures: Foobank Manager, Pantry Manager, Operations Manager, and the Development Manager Community Food Programmes.
2. Work with the HR to recruit staff as appropriate.
3. Ensure staff and volunteers work to the highest safeguarding standards.
4. Ensure all project staff, volunteers and members have a safe and healthy working environment and that this is reviewed regularly.
5. Ensure all data evaluation and monitoring is completed by projects.

## **Financial & Performance Management**

1. Demonstrates strong financial literacy and business acumen.
2. Responsible for overseeing the financial performance, including Profit & Loss (P&L) and Statements of Financial Activities (SOFA) for the Food Services division.
3. Collaborate with a third-party provider to produce quarterly management accounts, statutory year-end accounts, and facilitate audits.
4. Serve as the primary liaison with HMRC, ensuring all compliance and regulatory requirements are met.
5. Oversee accounts payable, accounts receivable, and month-end reconciliations; work with third-party providers to manage payroll.
6. Provide financial support to Pecan projects, ensuring accurate reconciliation of grant payments.
7. Develop business cases by analyzing operational and financial data. +Be proficient in using Xero or similar financial systems to manage and interpret data.
8. Implement performance monitoring systems and produce annual impact reports to assess outcomes.
9. Expected to be highly analytical and data-driven in decision-making and problem-solving.

## **Food Strategy for Pecan**

1. Develop and oversee food strategy for Pecan's food services, implementing the vision to end the need for food banks, re-imagining the food services offer and including a cash-first approach.
2. Looking at ways to support Pecan's food services to collaborate and work together.
3. Work with Southwark Food Action Alliance (SFAA) to deliver the Sustainable Food Strategy and Action Plan.

## **Food Development (Pathfinder Programme)**

1. To work with the Food Security Development Manager and staff team on our vision to end the need for foodbanks via the 'pathfinder' action plan. These teams' members will be researching and implementing changes to systems that enable clients to no longer need to access foodbanks.
2. To research and establish new community food opportunities that sit within the ethos of Pecan and aim to strengthen sustainable food opportunities in the borough.

### **Southwark Foodbank (and Pathfinder Programme)**

1. Support the Foodbank Manager to ensure:
  - a. All clients are treated with dignity and respect in centres and on the phone.
  - b. All welcome centres are providing good quality Financial Inclusion support and signposting to clients.
  - c. Volunteers and staff have the training and support needed to deliver service with dignity.
2. To provide reports to the CEO and funders based on information in the Trussell Trust database.

### **Peckham Pantry**

1. Support the Pantry Manager to ensure:
  - a. All pantry deliver has its focus on dignity.
  - b. Delivery meets all regulations and requirements.
  - c. To work with the Pantry team to develop the Pantry programme to be a sustainable option in the community, promoting food security.
2. To be the key contact for the evaluation team and to work with them to develop the programme.

### **Operations and Logistics**

1. Support the Operations Manager to ensure:
  - a. Compliance with Health & Safety, trading standards and environmental regulations for all places handling food.
  - b. Smooth supply chain systems between the warehouse, food storage spaces, welcome centres and pantries.
  - c. All vehicles (vans and bikes) are legal and safe.
  - d. Increased food supply.

### **Partnerships and Fundraising**

1. Develop and manage partnerships with authorities, corporates, churches, community groups and networks to support the successful development of programmes.
2. Work with the CEO and Marketing Manager to make effective use of local and national media opportunities.
3. Work with the Fundraising Manager to develop community and corporate fundraising and relationships. To support in the coordination and delivery community/corporate fundraising activities.
4. To lead on trust fundraising for programmes, supporting Pecan's fundraising partner.

5. Undertake regular talks to distributors and donors to raise project awareness and funds. This will include regular attendance at church services across the borough.

### **Operational Development**

1. Support To deputise for the CEO alongside the Head of Services.
2. Support the CEO in developing and delivering the business plan for the organisation.
3. Represent Pecan in the CEO's absence at community and faith events.
4. Support the Partnership Manager in enabling corporate partners to get involved in the work of Pecan.
5. Support the Marketing Manager to build Pecan's social media and online presence.
6. Support the CEO and Trustees in the governance of the organisation.

### **Wider Organisational Responsibilities**

- Attend Pecan team meetings as and when required, including leading on Senior management meetings (monthly).
- Undertake all duties associated with being a member of the SLT.
- Read the core policies and adhere to all policies and procedures.
- Carry out other duties as agreed by the Chief Executive Officer.
- Undertake responsibilities associated with being a member of the Pecan team
- Perform all the duties required by the post in line with Pecan's ethos and values statement, its commitment to a policy of equal opportunity and its aim of serving the community in a caring and practical manner.
- In agreement with your line manager, pursue a personal programme of learning and development to enhance your skills and performance.



## PERSON SPECIFICATION

This specification will form the short-listing criteria.

<b>Knowledge, Skills and Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Application</b>	<b>Interview</b>
A strategic thinker.	<b>X</b>			<b>X</b>
Strong experience of managing multiple projects.	<b>X</b>		<b>X</b>	<b>X</b>
Demonstratable history in achieving targets.	<b>X</b>			
Experience of managing staff and volunteer teams.	<b>X</b>		<b>X</b>	<b>X</b>
Good facilitation, influencing, and negotiation skills.	<b>X</b>			<b>X</b>
A strong understanding of the role of monitoring and evaluation.	<b>X</b>			<b>X</b>
Attention to detail	<b>X</b>		<b>X</b>	<b>X</b>
An effective networker.	<b>X</b>			<b>X</b>
Excellent IT skills including of MS Office applications and databases.	<b>X</b>			<b>X</b>
Excellent communication skills including the ability to conduct challenging conversations.	<b>X</b>			<b>X</b>
A strong understanding of community food programmes.		<b>X</b>	<b>X</b>	<b>X</b>
Experience of the voluntary and community sector.		<b>X</b>		<b>X</b>
Experience of working across a spectrum of church cultures and types.		<b>X</b>		<b>X</b>
Experience of organisational development.		<b>X</b>		<b>X</b>
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>	<b>Application</b>	<b>Interview</b>
Strong commitment to the goals, ethos, values, and vision of Pecan, including a belief in the importance of all people of different backgrounds working together and respecting and valuing each other's contributions.	<b>X</b>		<b>X</b>	<b>X</b>
A people person with the ability to make people feel good.	<b>X</b>			<b>X</b>
Ability to work well in a team and unsupervised.	<b>X</b>		<b>X</b>	<b>X</b>
Encouraging and resilient with a strong positive attitude.	<b>X</b>			<b>X</b>
A sense of humour.	<b>X</b>			<b>X</b>
Confident and self-motivating.	<b>X</b>			<b>X</b>
Resourceful and imaginative, bringing creativity to the role.	<b>X</b>			<b>X</b>

### Personal Circumstances

There is some flexibility in working hours. Very rarely you may be required to work some evenings and weekends. Time Off in Lieu is provided for agreed evening and weekend work. The post holder will need to arrange their time to support the development of individual clients most appropriately.



## How to Apply

Pecan is committed to recruiting with care and to safeguarding and promoting the welfare of vulnerable people and expects all staff and volunteers to share this commitment. This post will require a DBS check to be undertaken. Having a criminal record will not necessarily disqualify you from acquiring the post.

*Pecan strongly encourages applications from women from minority ethnic groups and women with direct experience of the criminal justice system.*

*Pecan is an equal opportunities and disability-friendly employer. We guarantee to offer an interview to those with a disability who meet the minimum criteria.*

To apply, please submit the following to [CharityJob](#):

1. CV
2. Covering Letter, no more than **2-sides of A4 paper**, expanding on your passion for this area of work and describing how you meet the Job Description/Person Specification, as set out in this pack.

**Closing Date:** Wednesday 6<sup>th</sup> November 2024, 9am

**Interview Date:** Week commencing Monday 11<sup>th</sup> November 2024, Details TBC

**Start Date:** December 2024 or January 2025

Please note that applications must contain **BOTH the CV and Covering Letter** as described above to be considered. Applications must be submitted to the appropriate platform before the deadline to be considered. Candidates that have not been contacted by the interview date or within 2 weeks of applying if it is an open recruitment, have not been shortlisted for interviews. A decision on appointment will be made following the interview process.

All recruitment queries should be directed to [careers@pecan.org.uk](mailto:careers@pecan.org.uk).

To be directly informed about all of our career opportunities, please keep an eye on the [vacancies](#) page of our website, or join our careers [mailing list](#).

We look forward to receiving your application.