



Bicton Heath, Shrewsbury, SY3 8HS

Re : Community Shop Manager – Ludlow

This application pack contains the following information regarding the above mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **31st March**. Interviews to take place on 10th April 2019.

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Taylor
HR Advisor

Severn Hospice

Community Shop Manager – Ludlow

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Please note that you are required to disclose details of any criminal record, and any offer of employment will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The salary for this post is £18,180 per annum. Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

You will work 5 days per week (37 ½ hours) to include weekend working as required.

7. HOLIDAY

You will be entitled to 247 ½ hours holiday per year (including public holidays).

8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an “unspent” conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any “unspent” convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice’s Equality and Diversity Policy is available upon request.

Severn Hospice

EQUAL OPPORTUNITIES APPLICANT MONITORING FORM

To help us ensure the effectiveness of our Equality and Diversity Policy **please complete this form, seal it in a separate envelope, and return it with your application form.** This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for

Full name of applicant

Date of birth (age)

• **Gender**

- Do not wish to disclose
- Male Female Transgender

• **Sexual Orientation**

- Do not wish to disclose
- Heterosexual / Straight Bisexual Gay / Lesbian
- Any other sexual orientation – please specify

• **Religion or Belief**

- Do not wish to disclose
- Baha'i Buddhist Christian Hindu Jain Jewish
- Muslim None Pagan Sikh Zoroastrian
- Any other religion or belief – please specify

• **Ethnic Group**

- Do not wish to disclose

White

- English, Welsh, Scottish, Northern Irish, British Irish Gypsy or Irish traveller
- Any other White background – please specify

Mixed / multiple ethnic group

- White & Black Caribbean White & Black African White & Asian
- Any other mixed background – please specify.....

Asian / Asian British

- Indian Pakistani Bangladeshi Chinese
- Any other Asian background – please specify

Black / African / Caribbean / Black British

- Caribbean African
- Any other Black, Caribbean, African background – please specify.....

Other ethnic group

- Arab
- Any other ethnic group – please specify.....

• **Disability**

- Do you have a physical impairment? Yes No
- Do you have a mental impairment? Yes No

Data Protection Act

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature Date

(please tick appropriate box)

Thank you for completing this form



Job Description

Role	Community Shop Manager
Salary	£18,180 per annum
Location	Ludlow
Working hours	37 ½ per week
Reporting to	Retail Area Manager
Reporting to this role	A team of volunteers

Purpose Of The Post

Severn Hospice has a network of shops across Shropshire and Mid-Wales. These shops generate a substantial level of income to support Severn Hospice to care for patients and their families from the community they operate with.

Our shop focus is on empowering volunteers to maximise their potential within the shops. The Community Shop Manager has the freedom to make local decisions to drive their business within their community, and acts as an entrepreneur to maximise every sales opportunity available. This exciting role is at the forefront of our Community Shop offer, and plays a vital role in generating income to care for patients and their families across Shropshire and Mid-Wales.

Position Within Severn Hospice



Role Responsibilities

Leading People

- Provide inspired leadership and motivation for a team of volunteers.
- Maximise the potential of every individual within the shop by understanding their skills and experiences and utilising these to the maximum.
- Develop, and then work to structures and systems that are easy for volunteers to work within, and maximise the impact they can have within the shop. Train volunteers within these systems.
- Grow and develop volunteers to delegate responsibility for different departments and shop activities to team members.
- Set a standard for customer service, and manage the team to achieve this.
- Recognise volunteers by connecting them to the work of Severn Hospice so they fully understand their contribution and are appreciated and motivated.
- Identify difficult situations and, with support from the Retail Area Manager, manage these situations in line with Severn Hospice policies.

Maximising Income

- Strive to beat the agreed sales budget for shop donated goods, Gift Aid, new goods and lottery tickets.
- Take an entrepreneurial approach to generating income within the shop, and take every step to maximise opportunities available to grow sales.
- Create an exciting shop floor experience that makes Severn Hospice stand out from our competitors.
- Make local shop decisions for the quality of stock, levels of pricing and style of merchandising within the shop, and then lead a team of volunteers to uphold these standards.
- Maximise income from Gift Aid by creating robust systems and processes in the backroom and front of shop. Inspire volunteers to grow donor sign-ups and process gift aided stock efficiently.
- Create sales reports from the till system, and analyse and make decisions based on the data and trends these reports show.
- Work closely with the Retail Area Manager to ensure they are fully up to date with the activity of the shop, and are able to fully support the role to achieve target.

Community Impact

- Firmly embed the shop into the fabric of the local community by being proactive in assessing opportunities within the community for the shop to get involved in.
- Plan and develop internal and external events to grow the profile of the shop within the local community.
- Become a beacon of the local community and develop a network of organisations, clubs and societies who can aid Severn Hospice's cause.
- Drive volunteer recruitment within the local community to maximise the number of people who volunteer within our shop.
- Source donated stock from the local community, and focus on the key product lines that maximise income.
- Develop levels of donation boxes within the local community, and recruit and manage a team of volunteers to service these boxes.
- Ensure that shop posters communicate with the local community and help to promote Severn Hospice's shop, volunteer or donor offer.

Other

- Work within Severn Hospice's policies and procedures, and adhere to these at all times.
- Implement systems and processes that comply with Severn Hospice's policies and procedures including financial management, complaints and Health and Safety.
- Complete paperwork necessary to keep the shop safe and legal and to comply with Severn Hospice procedures and policies.
- Attend and contribute at training courses and meetings as required.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur.

Person Specification

The candidate must demonstrate, with examples and evidence, that they meet the personal skills and qualities below.

Essential	Desirable
<ul style="list-style-type: none"> • Proven experience leading a team of people. • Proven experience of motivating and developing people to achieve their potential. • Experienced and comfortable delegating responsibility to team members, and understand management role in delegation. • Driven by making money in the shop, and proven experience of inspiring a team to exceed targets. • Proven experience as a clear and positive verbal communicator. • Open to change and proven experience of taking on board team members opinions when making decisions. • Proven problem solver who can manage conflicting priorities and achieves positive outcomes. • Self-motivated, with an enthusiastic approach to work. • Willingness to take on new challenges and to learn, grow and develop within a role. • Experience using Microsoft Office programmes, email and the internet, and confident doing so. • Desire and passion for the values and ethos of Severn Hospice. • Belief that diversity and equality improves the working environment. • Basic general education including English and Maths. 	<ul style="list-style-type: none"> • Experience of working with volunteers. • Experience of taking an entrepreneurial approach to retailing by maximising every opportunity available. • Experience of producing basic financial reports, and of making decisions based on the data these contain. • Working knowledge of Health and Safety regulations and procedures.
Other Requirements	
<ul style="list-style-type: none"> • Candidates with less experience but possessing exceptional people management skills will be considered. • The role involves significant levels of manual handling. • Occasional travel is required for training, and attending Area Meetings. • Weekend working is essential as part of the role. 	

Supplementary Information

- All new Hospice employees are on a three months probationary period.
- A DBS Disclosure will be requested in the event of an individual being offered the post.
- In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- All employees are required to participate in the Hospice's appraisal process.