



Bicton Heath, Shrewsbury, SY3 8HS

Re : eBay Manager

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 **26th September 2019**. Interviews to take place on 4th October 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

eBay Manager

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 £17,513 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 26 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.

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

Role	eBay Manager
Salary	£17,513 per annum
Location	Severn Hospice Superstore, Beacalls Lane, Castlefields, SY1 2HU
Working hours	37.5 (including weekends)
Reporting to	Superstore Manager
Supervises	A team of volunteers

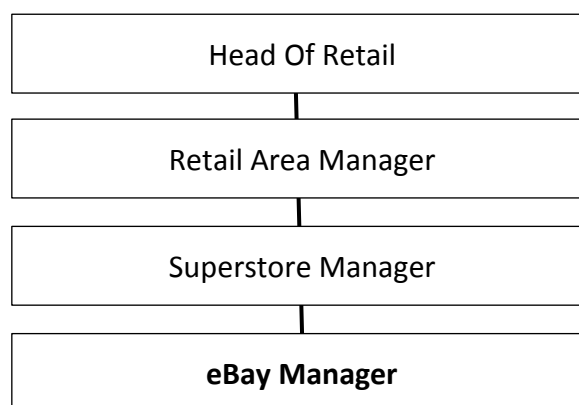
Purpose Of The Post

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. At the heart of this retail offer, is the Shrewsbury Superstore.

The Superstore trades seven-days-a-week, and over time will grow into our largest income store. As part of this, our online presence is essential to the success of the operation. Severn Hospice currently has no online retail presence, so The eBay Manager will develop our online operations to support all shops, growing to £100,000 worth of income within three years. All income will be achieved from unique, second hand items that are donated to our 27 shops.

This is an exciting role that offers the successful applicant the opportunity to assist in new working practices at the forefront of Severn Hospice’s retail and logistics model. This is a rare opportunity to be part of something from the very start where you will be able to put your own stamp on things in conjunction with the Superstore Manager. We want you to be experimental and creative, proposing changes and driving through those agreed. If you are looking for a hands-on role where you can make a difference from day one this is it.

Position Within Severn Hospice



Role Responsibilities

- Initial set-up and then day-to-day running of the eBay shop with the overall aim of making the most money you can to support Severn Hospice.
- To ensure feedback scores are maintained and that excellent customer service is delivered.
- To assist the Superstore Manager (SM) in managing a team of staff and volunteers to achieve the agreed business service aims of the ecommerce team by picking, photographing, listing, packing and dispatching orders.
- To assist the SM to motivate the transport team to establish a culture and working practice that operates within the Hospice ethos and ensures significant levels of customer service are always achieved.
- To create lasting relationships with shop teams to ensure appropriate product is supplied from the shop network to make the financial targets.
- To assist the SM in generating reports illustrating online performance and relevant data for use by the retail team.
- To assist the SM in managing the ecommerce operation within set budgets, ensure efficiencies and manage productivity levels to keep costs as low as possible whilst maintaining high levels of service,
- To train the eBay team and through effective customer communications, drive the “Gift Aid” process, to maximise income from donations and donors.
- To ensure that items listed online meet the set criteria to minimise the volume of unsaleable items and returns.
- To work with the SM to actively recruit volunteers.
- To assist the SM in ensuring that all statutory responsibilities and hospice policies and procedures are met and fully adhered to.
- To assist the SM in driving an effective health and safety culture within the store team.

The eBay manager will also potentially play a role in the development of Severn Hospice’s Social Media presence, particularly its retail offer. Working closely with the Communications Team, the role could be responsible for shops content on social media channels, building our community profile, realising sales on social media channels as well as training shops in the use of social media platforms.

The role is also part of the wider Superstore Management team. Based in a team environment, all staff play a role supporting one another with different areas of the business when the need arises. As such, this role may on occasion be required to cover the till, liaise with customers and donors, merchandise the shop, and create a shop experience for customers. In addition, the role will contribute to the wider Superstore management team decision making.

This job description is intended as a guide to the range of duties and responsibilities covered by the role 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 of listing and selling on eBay or other online second hand channels.• Proven leadership skills with experience managing a team of staff or volunteers.• Proven experience of successfully delivering a project from start to finish.• A team player, who is willing to pitch in with a variety of different roles and tasks throughout the working week.• Proven experience of working within a customer service environment, face to face, over the phone and by email.• Proven experience of managing social media accounts.• Proven experience of prioritising, and planning a busy workload.• Proven experience as a clear and positive verbal communicator.• Experience managing conflicting priorities.• 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">• PAT tester• Specialist knowledge in antiques, collectables and vintage products.• Experience/interest in photography.• Experience using social media platforms to promote a business• Knowledge and experience of preparing items for despatch and selecting appropriate delivery mechanisms
Other Requirements	
<ul style="list-style-type: none">• The role involves 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.