



**Bicton Heath, Shrewsbury, SY3 8HS**

**Re : Superstore Weekend Assistant**

Thank you for your request for further information for the above mentioned post This pack includes the following :

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

This post will be offered subject to an Enhanced Disclosure provided by the Disclosure Barring Service

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **29<sup>th</sup> January 2020**. Interviews scheduled for **4<sup>th</sup> February 2020**.

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**  
Encs.

## Severn Hospice – Superstore Weekend Assistant

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

#### 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. 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.

#### 4. SALARY

The hourly rate for this post is **£8.26**. Salaries are paid monthly by credit transfer to a bank or building society account.

#### 5. HOURS OF WORK

You will work 2 days per week (13 hours)

Saturday	9-5
Sunday	10-4

#### 6. HOLIDAY

You will be entitled to 7 weeks holiday per year (including public holidays).

#### 7. NOTICE

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

## 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**

<b>Role</b>	Superstore Weekend Assistant
<b>Hourly Rate</b>	National Living Wage plus 5p
<b>Location</b>	Superstore, Beacalls Lane, Castlefields, Shrewsbury.
<b>Working hours</b>	13 hours per week (entirely at weekends)
<b>Reporting to</b>	Deputy Superstore Manager

**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 Furniture store.

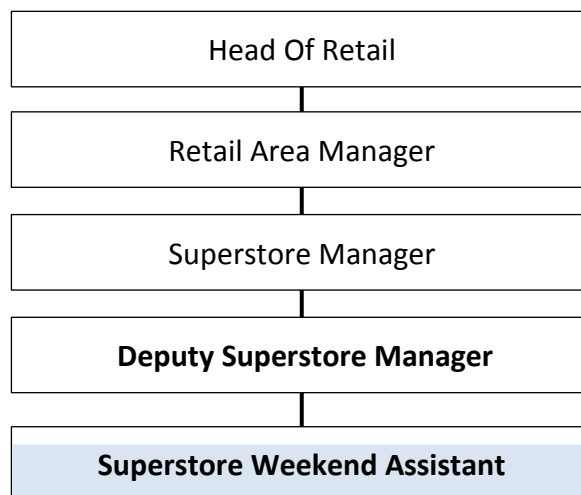
In a large store location, the role undertakes tasks in two specific areas;

On the shop floor the role works alongside volunteers, serving customer, handling customer enquiries, moving furniture around the shop floor, sorting donations and ensuring Severn Hospice maximises income from donated sales.

In addition, the role supports the Superstore Deputy Manager and Superstore team by answering customer and donor telephone queries, and ensure a high level of planning and administration is upheld.

This is an exciting, dual focused role that offers variety and flexibility in a fast paced environment.

**Position Within Severn Hospice**



## **Role Responsibilities**

### **Sales**

- Support the Superstore Manager, Deputy Manager and supervises volunteers in the operational processes of running the store
- Work alongside volunteers in Superstore activities.
- Work with the volunteer team to uphold the standards of stock quality, pricing and style of merchandising within the shop.
- Work to a high standard of customer service.
- Identify difficult situations and, communicate these to the Superstore Manager or Deputy Manager for resolution.
- Support the Superstore Manager and Deputy Manager to beat the agreed sales budget for shop donated goods, Gift Aid, new goods and lottery tickets.
- Create an exciting shop floor experience that makes Severn Hospice stand out from our competitors.
- Identify opportunities available to grow sales, and with support from the Superstore Manager and Deputy Manager, undertake changes within the shop.
- Support the creation of an exciting shop floor experience that makes Severn Hospice stand out from our competitors.
- Maximise income from Gift Aid working within systems and processes in the backroom and front of shop. Inspire volunteers to grow donor sign-ups and process gift aided stock efficiently.
- Work closely with the Superstore Manager, Deputy Manager to ensure they are fully up to date with the activity of the shop.

### **Other**

- Support volunteer recruitment and product sourcing approaches within the local community.
- Work within Severn Hospice's policies and procedures, and adhere to these at all times.
- 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.

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Proven experience of working within a customer service environment, both face to face, and over the phone.</li><li>• Proven experience of prioritising, and planning a busy workload.</li><li>• Proven experience as a clear and positive verbal communicator.</li><li>• Experience managing conflicting priorities.</li><li>• Self-motivated, with an enthusiastic approach to work.</li><li>• Willingness to take on new challenges and to learn, grow and develop within a role.</li><li>• Experience using Microsoft Office programmes, email and the internet, and confident doing so.</li><li>• Desire and passion for the values and ethos of Severn Hospice.</li><li>• Belief that diversity and equality improves the working environment.</li><li>• Basic general education including English and Maths.</li></ul>	
<b>Other Requirements</b>	
<ul style="list-style-type: none"><li>• The role involves significant levels of manual handling.</li><li>• Occasional travel is required for training, and attending Area Meetings.</li><li>• The hours of this role are to be worked entirely over the weekend.</li></ul>	

### **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.