



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

**Re : Community Shop Manager – Craven Arms**

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 or at [HR@severnhospice.org.uk](mailto:HR@severnhospice.org.uk).

**Closing date for applications is 30<sup>th</sup> June. Interviews will be held on 6<sup>th</sup> July.**

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 Lewis**  
**HR Manager**

## Severn Hospice

### Community Shop Manager – Craven Arms

#### 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 6 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 £19,678 per annum (FTE). Salaries are paid monthly by credit transfer to a bank or building society account.

#### 6. HOURS OF WORK

22 ½ / 30 / 37 ½ hours per week to include weekend working as required. **Please indicate clearly on your application form which hours you wish to be considered for ie 22 ½ / 30 / 37 ½**

#### 7. HOLIDAY

You will be entitled to 247.5 hours (FTE) 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.*

## EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

**Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.**

<b>First Name:</b>		<b>Surname:</b>	
<b>Date of Birth:</b>		<b>Position applied for:</b>	

Are you married or in a civil partnership?

<b>Yes</b>		<b>No</b>		<b>Prefer not to say</b>	
------------	--	-----------	--	--------------------------	--

### ETHNICITY

<b>White</b>	<b>British</b>	
	<b>Irish</b>	
	<b>Gypsy or Irish Traveller</b>	
	<b>Any other White background (please specify)</b>	
<b>Mixed/ Multiple Ethnic Groups</b>	<b>White and Black Caribbean</b>	
	<b>White and Black African</b>	
	<b>White and Asian</b>	
	<b>Any other Mixed/multiple ethnic background (please specify)</b>	
<b>Asian or Asian British</b>	<b>Indian</b>	
	<b>Pakistani</b>	
	<b>Bangladeshi</b>	
	<b>Chinese</b>	
	<b>Any other Asian background (please specify)</b>	
<b>Black/African/Caribbean/Black British</b>	<b>African</b>	
	<b>Caribbean</b>	
	<b>Any other Black background (please specify)</b>	
<b>Other Ethnic Groups</b>	<b>Arab</b>	
	<b>Japanese</b>	
	<b>Any other ethnic group (please specify)</b>	
<b>Prefer not to say</b>		

## AGE

---

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

## RELIGION AND BELIEF

---

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

## GENDER

---

Male		Female		Transgender		
					Prefer not to say	

## SEXUAL ORIENTATION

---

Heterosexual		Lesbian		Gay		Bisexual			
								Prefer not to say	

## DISABILITY

---

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

## DECLARATION

---

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

I agree to the use of my personal information as explained above

Signature:	Date:
------------	-------



## Job Description

<b>Post Title:</b>	Community Shop Manager
<b>Reports to</b>	Retail Area Manager
<b>Purpose of the post:</b>	<p>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.</p> <p>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.</p>

### Organisation Position



## **Key Responsibilities**

### **Education, Professional Development and Training**

- 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.

### **Human Resources**

- 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.
- Provide a high level of management for the Assistant Community Shop Manager (for example appraisals, regular 1:2:1s and performance management).
- 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.

### **Decisions. Judgement and freedom to act**

- 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.
- 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.

## **Professional Conduct**

Promote and incorporate equality and diversity in all aspects of the team's operations and in the public domain.

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

## **Supplementary Information and Requirements**

All new Hospice employees are on a six months probationary period.  
A DBS Disclosure will be requested in the event of an individual being offered the post.

## ***Health and Safety***

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.

## ***Appraisal***

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

*Last updated: Sept 2021*



## Person Specification

Qualifications / Training	Essential	Desirable
<p><b>Level of education necessary</b></p> <p><b>Professional and post basic qualifications</b></p> <p><b>Specialised training required for post</b></p>	<ul style="list-style-type: none"> <li>• Basic general education including English and Maths.</li> </ul>	
<p><b>Skills &amp; Knowledge</b></p> <p><b>Range and level of skills</b></p> <p><b>Depth and extent of knowledge required</b></p>	<ul style="list-style-type: none"> <li>• Proven experience leading a team of people.</li> <li>• Proven experience of motivating and developing people to achieve their potential.</li> <li>• Experienced and comfortable delegating responsibility to team members, and understand management role in delegation.</li> <li>• Driven by making money in the shop, and proven experience of inspiring a team to exceed targets.</li> <li>• Proven experience as a clear and positive verbal communicator.</li> <li>• Open to change and proven experience of taking on board team members opinions when making decisions.</li> <li>• Proven problem solver who can manage conflicting priorities and achieves positive outcomes.</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> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with volunteers.</li> <li>• Experience of taking an entrepreneurial approach to retailing by maximising every opportunity available.</li> <li>• Experience of producing basic financial reports, and of making decisions based on the data these contain.</li> <li>• Working knowledge of Health and Safety regulations and procedures.</li> </ul>
<p><b>Aptitudes &amp; Attributes Required</b></p>	<ul style="list-style-type: none"> <li>• Desire and passion for the values and ethos of Severn Hospice.</li> <li>• Belief that diversity and equality improves the working environment.</li> </ul>	
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Candidates with less experience but possessing exceptional people management skills will be considered.</li> <li>• The role involves significant levels of manual handling.</li> <li>• Occasional travel is required for training, and attending Area Meetings.</li> <li>• Weekend working is essential as part of the role.</li> </ul>	