



Bicton Heath, Shrewsbury, SY3 8HS

Re : Bank Furniture Store Assistant

Please find attached the following documents:-

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

As you will be aware, this post will be offered subject to an Enhanced Disclosure provided by the Disclosure Barring Service.

Applications will be reviewed on a rolling basis, once we have received a sufficient number of applications the advert will be removed.

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

Yours sincerely

**Sarah Lloyd
HR Assistant**

Severn Hospice – Bank Furniture Store Assistant

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.

- **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.

- **REFERENCES**

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

- **DISCLOSURE**

Please note that, because of the sensitive nature of the duties the postholder will be expected to undertake, you are required to disclose details of any criminal record, and any offer of employment will be subject to a Disclosure provided by the Disclosure Barring Service (DBS)

- **SALARY**

The **hourly rate** for this post is £10.70

Salaries are paid monthly by credit transfer to a bank or building society account.

- **MUTUALITY OF OBLIGATION**

You must understand that although appropriate work may be offered to you if available, the Hospice is under no obligation to do so, and similarly you are under no obligation to accept any offer of work from us.

- **HOLIDAY**

Not applicable. your hourly rate includes an amount per hour in respect of holiday entitlement as required under the Working Time Regulations 1998 (as amended).

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.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
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ETHNICITY

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

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 say	

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:
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Role	Bank Furniture Store Assistant
Location	Furniture Store, Harlescott, Shrewsbury.
Reporting to	Deputy Furniture Store 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 Furniture store.

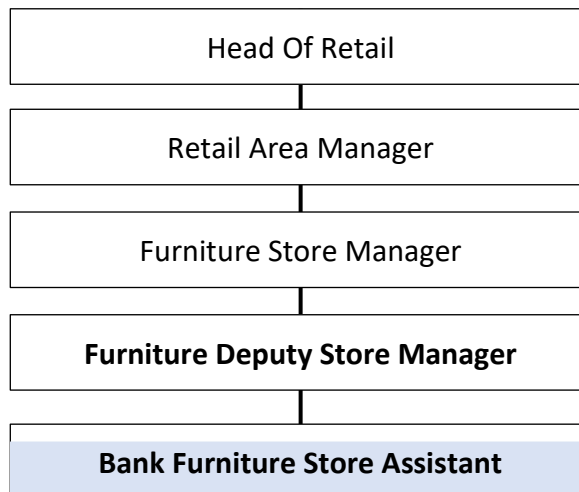
In a warehouse location, the role undertakes tasks in two specific areas;

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 booking of collection and delivery of furniture and answering customer and donor telephone queries.

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 Furniture Store Manager, Deputy Manager and supervises volunteers in the operational processes of running the store
- Work alongside volunteers in furniture store 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 Furniture Store Manager or Deputy Manager for resolution.
- Support the Furniture Store Manager and Deputy Manager to beat the agreed sales budget for shop donated goods, Gift Aid, new goods and lottery tickets.
- 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 Furniture Store 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.

Essential	Desirable
<ul style="list-style-type: none">• Proven experience of working within a customer service environment, both face to face, and over the phone.• Proven experience as a clear and positive verbal communicator.• 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">• Proven experience of prioritising and planning a busy workload.• Experience managing conflicting priorities.
Other Requirements	
<ul style="list-style-type: none">• The role involves significant levels of manual handling.• Occasional travel is required for training and attending Area Meetings.	

Supplementary Information

- 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.