



Bicton Heath, Shrewsbury, SY3 8HS

Re : Shop Manager – Shifnal

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 **1st May 2014**.

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

Shop Manager – Shifnal

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

Not applicable

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 **£16,074 per annum**. Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

37 ½ hours / 5 days per week including weekends

7. HOLIDAY

The postholder would be entitled to 25 days holiday plus 8 bank holidays.

8. NOTICE

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

For further information regarding Severn Hospice, our website address is : www.severnospice.org.uk

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

Gender Male Female

Date of birth (age)

Ethnic Group

There is no absolute way to determine any person's ethnic group and it is for the individual themselves to choose the classification with which they identify. The list below complies with the classifications used in the 2001 Popular Census. (Please tick one box only.)

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Mixed

- White & Black Caribbean
- White & Black African
- White & Asian
- Any other mixed background

Black or Black British

- Caribbean
- African
- Any other Black background

Other Ethnic Groups

- Chinese
- Any other ethnic group

White

- British / Mixed British
- Irish
- Any other White background

Do you consider yourself to have a disability? Yes No

Are you disabled within the meaning of the Equality Act 2010?

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

Title: Shop Manager

Location: Shifnal

Hours: 37.5 hours per week
(5 days out of 7 including some weekends)

Reporting to: Retail Area Manager

Job purpose:

To achieve shop income & expenditure budgets and generate maximum profits through the effective management of the shop and its team.

To ensure that the shop acts as a 'community hub' – source for hospice information (care, volunteers and appeals).

Key activities:

1. To maximise sales through every opportunity and manage controllable costs to ensure optimum net contribution.
2. To use the EPOS tilling system for financial control and for analysis to help with shop floor planning and profit maximisation.
3. To ensure that Gift Aid donations are maximised and that said donors and donations are processed accurately and effectively.
4. To recruit sufficient numbers of volunteers to ensure the shop can open at the agreed times, sufficient stock sorting and preparation, sales and customer service maximisation and to operate to minimum standards.
5. To train, develop and motivate shop staff and volunteers in accordance with Retail policies and procedures.
6. Sourcing of donated stock by developing networks within the local community with third party organisations – eg business, local retailers groups, churches, schools etc.
7. To effectively manage the sourcing, sorting, pricing, merchandising & display of donated goods to ensure shop operates to Severn Hospice Retail standards.
8. To plan and implement internal and external events to drive sales and to raise the profile of the shop and hospice in the local area.

9. To ensure all shop administration is completed to agreed deadlines and in line with Retail policies and procedures.
10. To co-ordinate the distribution and collection of fundraising cash boxes from the local community, associated administration and banking systems.
11. To ensure all cash management and financial control is carried securely and in line with the Hospice regulations.
12. To ensure that the shop Information Point is well presented and up to date as per marketing advice. The shop is to be resourced to provide information and signposting for the public requesting details on hospice activity – eg care services, appeals, volunteering etc
13. To ensure the welfare of staff, volunteers and customers by implementing Health & Safety policies, providing training in H&S procedures and completing relevant audits and reports as required.
14. To effectively communicate with staff and volunteers to ensure they are fully engaged with Retail objectives and Severn Hospice mission enabling positive promotion of Severn Hospice.
15. To manage customer complaints and deal effectively with all messages and enquiries.
16. To attend training courses and meetings as required.
17. Any other reasonable duties as requested by line management.

PERSON SPECIFICATION:

To be considered for this post you will have to demonstrate that you already have (E=essential / D=desirable):

Skills

- Good communication skills, with the ability to convey information clearly both orally and in writing (E)
- Ability to manage a team of staff and volunteers (E)
- An organised approach to administration and ability to meet deadlines (E)
- Ability to handle a demanding workload and conflicting priorities (E)

Knowledge

- Understanding of the charity retail sector and of working with volunteers (D)
- Working knowledge of Health and Safety regulations and procedures (D)

Experience

- Demonstrable learning and experience from working in a retail environment (E)
- Experience and/or understanding of working to sales and profit targets (E)

To be successful in this role you will be able to demonstrate that you have the ability to:

Agree and Meet Targets

- Meet the local financial targets and operational standards expected
- Work to and meet deadlines as required

Leading Others

- Recognise and develop potential of team members
- Adapt management style as appropriate to the individual or situation

Manage Resources

- Ensure all resources for which you have responsibility are managed efficiently and cost effectively and in line with Severn Hospice Retail policies and procedures
- Contribute to the budget setting process

Build and Maintain Partnerships

- Build and maintain friendly, helpful and supportive relationships with the shop team and colleagues
- Build effective networks with colleagues and stakeholders in order to achieve local and regional objectives

Communicate with Others

- Communicate local and national objectives clearly, persuasively and effectively to the shop team in order to engage them and ensure their support

Manage Yourself

- Work on your own initiative and take responsibility for solving problems and achieving objectives
- Actively promote Severn Hospice image and values

Provide a Service to Others

- Contribute to the development and maintenance of a high standard of service to ensure customers needs are met and Retail objectives achieved
- Seek and act on feedback from customers
- Understand and ensure safeguarding requirements are met
- Identify opportunities to involve Hospice staff in the shop teams work

Other competencies:**Innovation**

- Agree and set targets for improvement with team members
- Continually look for ways of raising standards and improving the business
- Able to manage change within the shop environment

Special job circumstances:

- Occasional travel may be necessary in order to attend meetings and training courses
- No smoking is allowed on shop premises
- You may on occasions be required to work at other shop locations as requested by your line Manager.

Personal characteristics:

- Understanding and acceptance of the values and ethos of the Hospice
- Commitment to diversity and equality in the workplace
- Flexible approach and ability to manage priorities effectively
- Ability to be an effective team player