



Bicton Heath, Shrewsbury, SY3 8HS

Re : Oswestry Shop Manager

This application pack contains the following information regarding the above mentioned post:

- 1. Job Description**
- 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 **6th February 2012**. Interviews to take place **8th February 2012**.

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

Yours sincerely

Gaynor Taylor
HR Advisor

Severn Hospice

Shop Manager – Oswestry

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 hourly rate for this post is **£7.77**. Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

30 hours / 4 days per week.

7. HOLIDAY

The postholder would be entitled to 20 days holiday per annum (excluding public 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.severnhospice.org.uk

Severn Hospice Equal Opportunities Policy 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, colour, creed, 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 CRB Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A Disclosure 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 Disclosure is required, all application packs will contain a statement that a Disclosure 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 criminal record check from the Criminal Records Bureau, 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 Enhanced Disclosure, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Criminal Records Bureau Code of Practice for Registered Persons and other recipients of Disclosure information.

A copy of the CRB Code of Practice and the Hospice's Equal Opportunities Policy are available upon request.



Job Description

Job Title: Shop Manager
Department: Retail
Reporting To: Trading Manager

MAIN PURPOSE OF JOB

Working in conjunction with the Trading Manager and Trading Support Officer, the main objective for the Shop Manager is to ensure that the shop achieves sales and profit targets and to promote the Hospice to staff volunteers and the general public.

MAIN DUTIES

- 1 To recruit, train and develop a team (which may include an assistant manager) to a competent level in order to assist in the operation of the shop in the following areas.
 - a) Stock processing – sorting, hanging, ticketing, pricing, cubing, steaming.
 - b) Stock density and rotation, identifying prime selling areas.
 - c) Customer service – greeting, serving and assisting customers courteously.
 - d) Sales Floor activity – till operation, cash handling, daily/weekly returns, culling of unsold stock, display of new stock.
 - e) Housekeeping duties throughout the premises.
 - f) Merchandising, to include window display area.
 - g) Actively promote the Hospice, encouraging the sale of donated and new goods, including cards and branded goods.
- 2 To ensure that stock is plentiful and processed, in accordance with standard operating procedures and policies, to maximise the income and profit potential of the shop.
- 3 To carry out weekly stock takes / ordering of new goods and greeting cards, completing the appropriate paperwork as necessary.

- 4 To promote and encourage a high standard of merchandising, presentation and display within the shop.
- 5 To ensure that all donated stock is priced accordingly to reflect on individual worth and quality, in conjunction with the Trading Manager and price guide.
- 6 To ensure that the shop floor and stockroom space is kept well organised and tidy at all times and that this is adhered to by all staff and volunteers.
- 7 To be responsible for the security of premises, stock and cash, ensuring that all administrative duties are completed accurately i.e. daily/weekly banking and recording of income/expenditure.
- 8 To attend training courses and meetings as and when required by the Trading Manager or Head of Fundraising.
- 9 To encourage and organise additional in-shop activities from time to time with the aim to realise maximum income results and to attract new customers.
- 10 To liaise with the Trading Manager and Appeals department regarding the use of local media, for maximum benefit but minimum cost to the Hospice. No approach will be made to press or radio without prior discussion and approval of the above personnel.
11. To be responsible for the day-to-day management of health and safety, ensuring compliance with the hospice policies, procedures and legal requirements in relation to work areas and associated work activities.
12. In conjunction with the Trading Manager, ensure staff are motivated and work in a happy and safe environment.

This list of duties is not intended to be exhaustive but indicates the main area of work and may be subject to change following agreement to meet the changing needs of the department.

HEALTH & SAFETY POLICY

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

To participate in the Hospice's appraisal process (paid staff only).

DATE: (19th July 2004)