










Weldmar Hospicecare

Weldmar Hospicecare Candidate Pack



A message from Caroline Hamblett, Weldmar's CEO

Thank you for your interest in this vacancy at Weldmar Hospicecare. Weldmar's vision is that all adults in Dorset who have a life limiting illness are able to access the palliative care services they need, when and where they need them. To achieve this, we need great people in our team, whether that is a nurse administering care to a patient, a maintenance engineer ensuring our buildings and equipment are in tip top condition, or a charity shop assistant providing excellent customer service.

As a local charity, Weldmar has evolved over the years, ever since the doors of our Inpatient Unit first opened in 1994. We are very proud that we continue to develop our services to meet the needs of the local community in Dorset. Most recently this has included developing groundbreaking new sessions for the wellbeing of patients and their loved ones, the introduction of our hospice at home service which continues to grow, and our 24 hour telephone advice line.

Although we are a local charity, we are in a strong financial position thanks to the ongoing support of the local community. We have also started investing in refurbishing our charity shops, which provide a solid source of income.

As you will discover within this pack, we are a professional, friendly, Values based organisation. Our four Core Values are to be Welcoming, Caring, and Adaptable, and have Integrity at all times. Staff members and volunteers alike have the opportunity to be heard, as we strongly believe that every person makes a difference. You will also discover the importance that we place on education and development for staff in all areas of the charity.

I wish you all the very best with your application.

Caroline

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About Weldmar Hospicecare

Weldmar Hospicecare is an independent local charity that cares for people living with a life limiting illness, such as cancer, heart disease, or motor neurone disease. We also support the loved ones of our patients. Our individually tailored care – where we focus on the person, not just their symptoms and illness – takes place in patients' own homes, in community hospitals and care homes, and at our Inpatient Unit in Dorchester.

Weldmar supports more than two thousand people across the north, south, and west of Dorset each year. All our care is provided free of charge. We help people live as good a life as possible when their illness cannot be cured.

Our team of staff includes specialist nurses, doctors, physiotherapists and occupational therapists, counsellors, chefs, maintenance engineers, complementary therapists, retail professionals, and experts in fundraising, marketing, finance, human resources and more. We are supported by a number of dedicated volunteers in many aspects of our work.

As an independent charity, we rely on donations, fundraising events and our charity shops to fund our work.

We have been providing our care for the people of Dorset since 1994.





Our Vision

All people in Dorset living with a life limiting illness being able to access the palliative care services they need, when and where they need them.

Our Mission



- To provide the highest quality care for patients living with a life limiting illness.
- To offer support to families and others affected by the patient's illness.
- To be an active and constructive partner in the health and social care community in Dorset.
- To provide our services free of charge.
- To provide excellent working conditions and development opportunities for our staff and volunteers.

Our Values



- We **care** for the people we support, who support us, each other and ourselves.
- We act with **integrity** by building relationships based on being honest and fair with open communication.
- We are warm and **welcoming** to everyone.
- We are **adaptable,** always seeking ways to improve and develop as a charity and as individuals.



Income generation

As a local charity, Weldmar Hospicecare is well supported by the communities that it serves across Dorset. Just 21% of our funding is provided by the NHS, and we must raise £26,000 every day to keep our services going.

Fundraising

We have a dedicated fundraising team that supports individuals who want to hold fundraising events, take on a challenge, or simply make a donation. One in three people that we care for is directly as a result of gifts left to Weldmar in wills, and we have our own Make A Will Month every October. We have the facility for supporters to write a free will.

We organise our own fundraising events throughout the year, including Music By The Lake in Dorchester, our Summer Fete, which is held at our Inpatient Unit, and an annual Overseas Challenge. Our community of supporters raise funds through their own sponsored events – everything from bake sales to quizzes to opening up their gardens – or by taking part in challenges such as the London Marathon.

We encourage people to support us on a regular basis by making an affordable donation, or by playing Your Hospice Lottery in support of Weldmar. There are also ways that people can remember a loved one with a gift, such as purchasing a leaf on our Memory Tree installation at our Inpatient Unit.

Retail

We have a chain of busy charity shops across the county, as well as larger outlets that sell furniture. We also sell pre-loved items on eBay, and our own range of greetings cards, Christmas cards, calendars and diaries on our own website and in our shops. We are currently rolling out a refurbishment programme for our retail sites, to create a more modern shopping environment for customers, staff, and volunteers.



Working at Weldmar:
Pay & Employee Benefits

There are lots of reasons to consider a career at Weldmar Hospicecare, and here we have outlined a number of the benefits for employees, and well as information about pay, your wellness, education and development opportunities, and more. You can see further details on these benefits and more at **weldmarhospicecare.org/benefits**

Salary

We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is similar to arrangements in the NHS.

Weldmar is committed to providing consistency, fairness, and legal compliance within its pay practice. Job evaluation considers pay practice within the NHS, other comparable bodies and market rate when reviewing pay scales ensuring that we comply with equal pay for work of equal value legislation and the best principles of equity.

Pension

We want to help you save for the future. The Employer's Pension Scheme is available after three months' service. Employees who are eligible, will be automatically enrolled into the workplace pension scheme with Standard Life. Contributions are 5% employee and 4% employer. Employees also have the option of contributing a higher amount.

For employees transferring from the NHS who are members of that scheme, or have been members within the last twelve months, then the provisions of that scheme will apply. However, the provisions covering redundancy (early payment of pension benefits if over 50) and temporary injury benefits are excluded.



Working at Weldmar:
Pay & Employee Benefits *(continued)*

Annual Leave

Basic paid annual leave entitlement is 27 days plus bank holidays. Part time staff will receive a pro-rata entitlement for both annual leave and bank holidays.

On completion of 5 years' service the entitlement will increase by 2 working days (pro rata) and after 10 years by another 4 working days (pro rata). The annual leave year is from 1 April to 31 March. Continuity of Service from NHS and other hospices is recognised in respect of annual leave for clinical roles.

Education and Development

Weldmar Hospicecare is committed to creating a working environment where staff and their line managers work in partnership to ensure that staff are supported, and enabled to give their best. This begins with a good induction which includes training plans, online and face to face training as well as learning the job and meeting key colleagues and shadowing others.

Our Education and Development Team deliver programmes of training each year and work with employees and volunteers to develop a learning culture, with a particular emphasis on specialist knowledge.

Your Wellness

The wellbeing of our employees is very important to us and we have a variety of initiatives, activities and support services to promote Staff Wellness. A Wellness section of our Intranet has a lot of useful tips and information, and signposts employees to guidance to support their mental and physical wellbeing, such as our own Staff Counsellors and Mental Health First Aiders.

Further benefits include:

- Free parking at our Inpatient Unit in Dorchester and Trimar House headquarters in Weymouth
- Eligibility for the Charity Workers Discount initiative
- Financial incentives such as our Suggestion Scheme and Refer A Friend
- Flexible working arrangements where possible
- Cycle to work initiatives

Job Description

Job Title: Retail Area Manager

Location
Poundbury & On the road

Hours
37.5

Pay band
Weldmar Salary Scale

Salary
£33,500

Reports to
Director of Retail

Responsible for
Allocated Retail Site Managers

Job Purpose

- To generate maximum income from donated goods, and to maintain good relations with the general public and promote the Hospice within the community
- To ensure the Shops are an excellent public face for the Charity
- To provide operational management of allocated shops in all areas of retail
- To actively support and develop staff growth for succession purposes
- To actively review/consider a range of opportunities to make the impact on the achievement of Budgets and growth within their own teams
- To work with the Director of Retail in the opening of new operations
- Ensure compliance with the Charity' s policies and operational guidelines
- Ensure risk assessments are carried out for all Retail sites

Scope and Limits of Authority

The post holder will take all day to day decisions in the overall retail management of their allocated sites and will report to and work closely with the Director of Retail on any significant changes or recommendation with staffing, buildings or operational retail improvements. Deputise, in the absence of the Director of Retail, if required.

The postholder is responsible for contributing input and achieving site targets and controlling costs within own area, working consultatively with Shop/Outlet Managers and the Director of Retail, and has overall responsibility for the following resources:
A sales budget in the region of £2M.
Management teams and overall responsibility for staff and volunteers within those shops/Outlets.
Overall responsibility for premises management and effective stock management across own area.

Job Description

Job tasks

Business Development

- Identify suitable new premises, in line with the agreed strategy for Retail growth and reporting to Director of Retail.
- Liaise with the Director of Retail on the need for refurbishment according to the programme roll out.
- Maintain up to date knowledge of new Retail trends. Analyse the complexities and how it may fit into our future plans and growth.
- Lead on delegated development projects (eg information provision on Hospice activities within sites).

Operational Management

- In consultation with the Director of Retail, and the Shop/Outlets Managers set sales turnover targets for designated area.
- Maintain an overview and produce management reports on the operation of shops/outlets, monitoring turnover and cost control and taking analytical and corrective action if performance falls below anticipated turnover.
- Provide operational management cover for the whole retail operation in the absence of Director of Retail.
- Ensure the effective management of stock levels and movement of stock within own area.
- Monitor the performance and cost to profit ratios (including staffing costs) of the sites and take correct action where necessary.
- Work with the shops/outlets in own area to ensure development of increased opportunities for re-cycling of textiles, and exploration of new opportunities.
- Maintain the Weldmar guidelines for each site with standards of housekeeping, presentation and merchandising both with window displays and shop floor and with effective use of equipment.
- Ensure Management keep their stores to the highest possible standards, incorporating commerciality, well organised and properly merchandised at all times.
- Providing weekend contact cover for any queries or problems.
- Ensure there is effective use of selling space for each location.
- Ensure the effective management of the Charity' s commitment in claiming Gift Aid on donated goods.
- Ensure the effective management within own area of the Charity' s updated financial controls with the EPOS till systems. Reviewing information gained and acting where necessary.
- Contribute to reviewing of pricing policy, undertaking delegated product areas and working consultatively with Shop/Outlet Managers. Ensure application and adherence to pricing policy.
- Ensure Health & Safety & COSHH practice within own sites is in accordance with Weldmar Hospicecare policies and legislative requirements. Particularly ensuring that all areas of the Charity' s Moving & Handling Policy is adhered to.

Job Description

- Ensuring support is given to the sales and development of the retail responsibilities of the Trading Company both in the trading shops (as required) and the goods sold in our shops/outlets eg: Greetings and Christmas Cards
- Ensure that a high level of security is maintained in all premises and that there are adequate arrangements in place to deal with emergencies both in and out of hours.

Staff and Volunteer Management

- Responsible for the recruitment of Shop/Outlet Managers working with the People Services Team for support and guidance.
- Providing full line management to all Retail Managers within own area, including induction, training programmes, 4 weekly 1.1′ s and annual performance review to achieve the desired results in supporting the business.
- Encouraging development programmes for staff with the view of succession planning.
- Ensure staffing and volunteer levels maintained within own area, including overseeing holiday rotas, lunch cover and provision of cover arrangements during planned and unplanned absences.
- Working closely with Director of Retail and People Services when complex employee issues arise.
- Contribute to the effective use of volunteers within the shops/outlets, including monitoring numbers and competence, and supporting recruitment, induction and training activities.
- To seek and encourage opportunities to develop and train volunteers to take on greater responsibilities.
- Ensure that all staff and volunteers are aware of their health and safety responsibilities and that all health and safety procedures are adhered to. To carry out necessary training and complete risk assessments, resolving any issues arising with the assistance of the Facilities Lead.

Communication and Relationships

- Ensure that good relationships are developed and maintained within the community.
- Develop and maintain effective working relationships with other teams within the Charity, including fundraising team and maintenance and facilities team.
- Contribute to the development of the sense of team across the Retail operation, including lead responsibility for the Managers and Deputy Managers meetings.
- Attend internal and external meetings as a representative of the retail operation, including attendance as the Deputy to the Director of Retail as directed.

Person Specification

Qualifications and Knowledge
- Excellent retail knowledge from a fashion/charity retailer. Including all aspects of retail management including promotional, display, presentation, stock management and the understanding of achieving turnover
- Knowledge of legal requirements relating to retail operations.
- Knowledge of legal requirements relating to Health & Safety within retail sites.
- Knowledge and experience of financial management including maximising sales and profitability.
- Ideally, knowledge of retail within the charitable sector, including sales and sourcing of donated good and the role of volunteers.

Experience
- Proven experience in a Management role within the Fashion/Charity retail sector.
- Proven experience of working to and achieving sales targets.
- Experience of staff management and leading a team, including recruitment, performance management, application of employment and best practice policies, training and development.
- Experience of maintaining and increasing standards of customer service, dealing with issues quickly and courteously.
- Experience of completing risk & COSHH assessments for Retail sites.

Skills and Abilities
- Self-motivated with good time management skills.
- Ability to lead, motivate and develop a team with a commitment to succession planning
- Ability to work under pressure
- Excellent organisational and leadership skills, including planning and managing own sites for effective coverage and support.
- Good creative thinking skills, including initiative and ability to develop ideas for promotional opportunities for retail operations.
- Good analytical thinking and problem-solving skills, including ability to review and analyse management information and identify trends, problems and opportunities.
- Excellent interpersonal skills, including ability to sell and promote and to build good relationships internally and externally.
- Good written communication skills, including ability to write basic reports and information and publicity materials.
- To be fit and able to undertake Moving & Handling on a regular basis. This may vary from boxes to hanging stock depending on the demands the business dictates.
- Competent and confident IT user, in particular Microsoft Office, willing to further develop skills as required.

How to apply

Please complete the online application form, which can be found on the relevent job advert at **weldmarhospicecare.org/jobs.** You don't have to complete it in one go, you can save and come back to it later. Follow the instructions at the bottom of the form. A paper application form can be sent on request.

If you wish, an informal conversation with the line manager can be arranged, or even a visit. Please speak to a member of our People Services team if you would like to arrange this.

When applying for a role with us, we suggest that you:

- Research Weldmar Hospicecare beforehand. This will help you think more widely about the work we do, how the role you are applying for fits in, and what we look for in our people.
- Read the job description in this document to learn more about what the role involves.
- After reading the job description, carefully match your own qualifications, knowledge, experience, skills and abilities with those needed to fill the requirements of the role. Think of examples that you can use to demonstrate them.
- Think about why you are applying for the role, and want to work for Weldmar Hospicecare. Weldmar's core Values are Welcoming, Caring, Adaptable, and Integrity. Think about what they mean to you, and how you demonstrate them.
- Think about who will provide a reference for you. We need two – one must be from your current or most recent employer.

If you have any specific questions about the role, please contact the People Services Team.

You can contact us at **recruitment@weld-hospice.org.uk** or call **01305 269898** during office hours.



Weldmar Hospicecare

Thank you for your application.

Keep up to date with our latest news on social media

weldmarhospicecare.org

Registered Charity No. 1000414