










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: Shop Manager

Location
Gillingham Shop

Hours
35 hours per week

Pay band
Retail Salary Scale

Salary
£23,269 FTE, £21,718 pro rata

Reports to
Retail Area Manager

Responsible for
Deputy Shop Manager

Job Context

Weldmar Hospicecare is an independent charity that provides specialist end of life care to patients and those that are important to them throughout Dorset. This care is given in the comfort of patients own homes by Weldmar Community Nurses and our Weldmar at Home Team, via Day Services held across the county or as patients at our Inpatient Unit in Dorchester. Our team of dedicated staff and volunteers ensure that we can continue to support patients through one of life ' s most difficult journeys. We work closely with other health care providers including the NHS to ensure that our patients receive the highest possible care.

We do receive some funding from the NHS but the majority of our income is generated by our fundraising and retail teams, which plays a vital part in securing income to fund our care, both now and in the future.

Weldmar Hospicecare has a well-established retail operation of 18 Charity Shops, 5 Outlets selling furniture on a large scale, and 2 Trading Shops, with more planned for the future.

Job Purpose
- To manage a Charity Shop in order to generate maximum possible income from the sale of donated goods
- To maintain good relations with the general public and promote the Hospice within the community
- To line manage a Deputy Manager, Bank Staff, and recruit and develop a team of volunteers

Scope and Limits of Authority
The Manager is responsible for all aspects of the day to day operational management and efficiency of their own shop, including ensuring adequate staff and volunteer coverage and ensuring that the shop is well resourced, commercially presented and financially successful. As a member of the Shops Management Team they will contribute ideas and suggestions to the retail strategy.

In addition they are responsible for the following resources:

Job Description

- Stock control, including sorting, pricing, promoting and sourcing additional donated goods
- Financial management, including cost control, financial records

Job tasks
To assist the Area Manager ' s in the recruitment of a Deputy Manager and to be responsible for the training and development of this role

Recruit a team of volunteers, making sure there are adequate numbers to allow the efficient operation of the shop

To implement the Charity ' s commitment with the shops Volunteer training programme

Continually monitor sales performance, checking current figures against targets and previous year ' s results. To react to the information gained and make the necessary commercial changes

To implement the Charity ' s commitment to claim Gift Aid on donated items
- Ask and recruit for New Donors
- Acknowledge repeat donors
- Complete all administration both written and on PC
- Pricing and using the correct ticketing
- Operate Gift Aid systems to support the Charity ' s responsibilities to HMRC
- Responsibility of Stationery Management

To promote and maintain a high standard of window display and ensure that the standard is maintained as goods are sold. To check content and presentation first thing each morning and make regular complete changes

To ensure effective use of the retail space within the shop, including commercial presentation and display of stock to maximise turnover

To review and maintain the level and quality of stock daily in order to maximise sales. Replenishment of stock is a priority and must be constantly appraised throughout the day

To sort, price and promote all donated goods and actively seek opportunities for sourcing donated goods should the level of merchandise cause concern

To promote the stock using the Charity ' s stock care disciplines

To keep the shop well presented, clean and tidy

To be responsible for overstock situations and disposing of all unsold goods i.e. request transfer to Outlets, recycling and clearing rubbish

Job Description

To implement the Charity ' s administration systems both written and on PC
- Operate the EPOS system – following manual instructions
- Financial banking control
- Razors Edge for volunteer activity
- Reporting – both written and verbal as requested by Director or Area Manager
- Promotion and acceptance of Lottery
- Implementing the payment service/opportunities for increased sales with the effective use of electronic sales

Implement Weldmar ' s Performance Partnership scheme, which includes conducting Probationary Reviews, regular 1:1 ' s, Annual Performance Review and Pay Progression recommendation in line with Weldmar Hospicecare Policies and guidelines. To be supported with effective written reports that give a clear understanding of the period under review, objectives and the way forward

To participate in Shop Managers ' meetings as required to share practice, receive briefings and network

To encourage, and monitor good customer service

To overview all areas of security, taking appropriate action as necessary or referring on for action by appropriate colleagues

The day to day tasks outlined above will require the post holder to routinely undertake physical work involving lifting, handling and moving donated stock items. The physical aspects of the work are an integral part of the job and require the post holder to be fit and able to carry out tasks at all times

To overview all areas of Health & Safety, ensuring the provision of a safe environment for staff, volunteers and customers. To refer on major health and safety concerns to the appropriate colleagues
- Event Reporting in RADAR
- To operate Fire Evacuation procedure
- To comply with the Charity ' s Moving & Handling Policy

To work as part of the Retail Team and provide support and assistance to other shops, Director and Area Managers as appropriate, including contributing ideas and proposals for the retail strategy.

Person Specification

PERSON SPECIFICATION

Qualifications and Knowledge
- Excellent retail knowledge, including managerial level understanding of turnover, presentation, display and promotion
- Good knowledge of customer service orientation
- Numerate to level required for financial management of the shop
- Knowledge of administration to level required for shop administration and management
- Understanding of the role and contribution of volunteers

Experience
- Managerial experience in a retailing background
- Management of turnover
- Proven experience of working to and achieving sales targets, ideally including setting of targets for other staff

Skills and Abilities
- Good people management skills and the ability to motivate and lead a team
- Ability to train and develop the team
- Ability to motivate, support and manage a team of volunteers
- Excellent organisational skills and ability to prioritise a very busy business with an extremely varied workload
- Ability to enhance and create a welcoming Charity Shop, giving attention to detail and believing in customer service as a priority
- The need to have good visual and presentation skills and to create attractive and effective displays (window and stock)
- The ability to be analytical when monitoring sales, achieving and setting targets to maximise turnover
- To be fit and able to undertake Moving & Handling on a regular basis of all donated goods including boxes and other awkward packages

Other Requirements
- Commitment to the values and ethos of Weldmar Hospicecare
- Act as an advocate and ambassador for the Charity
- Commitment to and understanding of equality and diversity and how this translates into good practice
- Understands and conforms to Weldmar Hospicecare infection prevention and health and safety policies and actively promotes best practice at all times.
- Commitment to own continued (professional and) personal development
- Ability to travel which requires a full valid driving licence and business insurance (if applicable)

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