










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: Outlet Manager

Location
Weymouth Outlet

Hours
35 hrs (weekend availability)

Pay band
Retail, Band 5

Salary
£27,192 FTE - £25,380 pro-rated

Reports to
Retail Area Manager

Responsible for
Deputy Manager, Outlet Assistants, Sorters & Processors, Drivers, Volunteers

Job Purpose

To manage the continued development of the Trust' s ' Outlet' enterprise strategy
To develop retailing furniture opportunities (and other goods) 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, Outlet Assistants, Van Drivers, (possibly Bank Support Staff) and a team of volunteers
To manage the Trusts storage, collection, delivery and distribution operation
To support the shops with a facility of storage space and supply effective stock control systems
Work as part of the Operational Shops team under the guidance of the Area Manager and Retail Director

Scope and Limits of Authority

The post holder is responsible for the operational control of the Outlet and the compliance to the agreed Trust/Legal regulations. Resourcing and providing adequate volunteer coverage to ensure that the Outlet is well resourced, commercially presented and financially successful. The post holder will operate a collection and delivery service for furniture (other goods if requested) and the collection/re-allocation of stock supplies to the shops

As a member of the Retail Management Team they will contribute ideas and suggestions to the retail strategy

In addition they are responsible for the following resources

Stock control: including standards, sorting, pricing, promoting, organisation and sourcing additional donated goods
Planning and arranging an effective and financially efficient collection, delivery and distribution service

Job Description

- Financial Management, including cost control, financial records
- Managing a site of over 4,000 sq ft
- Operating two areas of responsibility ie: Achieving Sales Budgets and Transport control
- Ensuring the Outlet is safe, secure and efficiently controlled
- Van(s): safe use, basic daily checks and ensuring referral to maintenance needs

Job tasks

To be responsible for the Deputy Managers line management, training and development.

Recruit a team of volunteers, making sure there are adequate numbers to support the efficient operation and functions of the Outlet

Implement the Trust' s commitment with the retail Volunteers training programme

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

To implement the Trust' 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 Trust responsibilities to HMRC
- Responsibility of Stationery Management

Promote and maintain a high standard of displays (window/internal) and ensure that the standard is maintained as goods are sold. To check content and presentation each morning and make regular complete changes

Ensure effective use of the retail space within the Outlet, including commercial presentation and display of stock to maximise turnover

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
Sort, price and promote all donated goods for both sites and actively seek opportunities for sourcing donated goods should the level of merchandise cause concern

Promote the stock using the Trust' s stock care disciplines

Keep the Outlet well presented clean and tidy

Job Description

To be responsible for overstock situations and dispose of all unsold goods ie: taking advantage and seeking new initiatives of re-cycling opportunities and clearing rubbish

Implement the Trust' s administration systems both written and on PC
- Operate the new EPOS system – following the manual instructions
- Financial banking control
- Reporting – both written and verbal as requested by Director or Area Manager
- Promotion and acceptance of Lottery
- Implementing the payment services opportunities for increased sales with the effective use of electronic sales

Implement Staff Annual Performance Reviews, giving clear guidance and understanding of the period under review, objectives and the way forward. Conduct regular 1:1 meetings with staff using the Trust' s Performance Partnership approach.

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

Encourage and monitor good customer service

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

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 appropriate colleagues
- To complete AIR' s forms as required
- To operate Fire Evacuation procedure
- To review/observe/follow the Maintenance Manual guidelines
- To take special guidance with Manual Handling ref: Furniture moving
- Act responsibly with weight and lifting
- Equipment suitable to assist – regularly checked and maintained
- Protective clothing needs assessed for the work team
- Records kept for all H&S checks

Plan and arrange collections, deliveries and distribution schedules. Including collections from individual' s private homes and arranging movement of furniture following sales and the replenishment of stock as sold. Incorporating plans/support for stock movement as requested ie: Transfers for all Retail sites either shortages of overstock situations as required

To control stock storage: Categorise all stock to departments including furniture, priced and ticketed ready for easy and effective selling and distribution

Job Description

Furniture Warehousing: Ensure effective use of space/racking to allow safety in the workplace and allow the storage of furniture to be presented in a way that is safe for the general public to view

Have a format of questions to clarify the quality of the furniture wishing to be donated in line with H&S and Trading Standards guidelines

Accept and coordinate telephone calls for collections and deliveries of furniture. Consideration must given for the most effective use of time and cost together with any difficulties there may be with location and access

Responsibility for Van(s), including arranging maintenance through Facilities & Logistics team, maintaining daily/weekly checks (fuel, cleaning etc)

Ensure there are 2 people on the Van when delivering and collecting and that careful consideration is given when packing for safety of personnel and the care of goods

Overview all areas of Van security, taking action as necessary and referring on for action by appropriate colleagues

Work as part of the Retail Operations Team and provide support and assistance to all sites, Area Managers and the Director as appropriate

Person Specification

Qualifications and Knowledge

Excellent retail knowledge, equivalent to NVQ 4, including managerial level understanding of turnover, presentation, display, promotion and ideally distribution

Good knowledge of customer service orientation

Sound understanding of stock ranges: Furniture, collectables, quality and high street pricing

Numerate to level required for financial management control of the Outlet

Administration to level required for management control of the Outlet

Understanding of the role and contribution of volunteers

Understands and conforms to the Trust' s infection prevention and health and safety policies and actively promotes best practice and infection prevention awareness at all times

Experience

Proven managerial experience from a known national retailer

Management of turnover

Proven experience of working to and achieving sales targets

Experience of team building and setting targets for staff

Skills and Abilities

Good people management skills and the ability to motivate and lead a team

Ability to train and develop the paid team with the view of succession planning

Ability to motivate, support and manage a team of volunteers

Excellent organisational skills and the ability to prioritise the varied workload

Ability to enhance and create a welcoming Outlet providing commercial and good visual presentation. Giving attention to detail and believing in customer service as a priority

The ability to be analytical when monitoring sales, achieving and setting targets to maximise turnover

The ability to be analytical when monitoring distribution and collections

Person Specification

Other Requirements

Standard elements for all posts

- 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