

St Cuthbert's Hospice



*Making every day count since 1988*

# Application Information Pack



**Retail Assistant - Langley Moor REF: RA0823**

Closing Date 04.09.23 | Interview Date w/c 11.09.23

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of **Retail Assistant - Langley Moor**.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC).

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

**Paul Marriott**  
Chief Executive.

# About Us

## • Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

## • What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

## • Our Mission

To make every day count for those affected by life-limiting illnesses.

## • Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

## • Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

## • Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



**Better Health**  
at Work Award  
Maintaining Excellence





# About Us

## • Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

## • Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



## About The Role

As a Retail Assistant in one of our shops you will be the public face of the Hospice, developing and enhancing our reputation and profile through excellence in customer service in a welcoming retail environment. You will be responsible for dealing with day to day donations in the shop and serving customers, as well as working alongside a team of volunteers.

The successful candidate will have experience in working a fast paced retail environment in a customer facing role. They will be organised and able to work on their own initiative as well as working as part of a team. Great communication skills are essential as well as a positive and enthusiastic attitude.

## Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

*“I feel privileged to work at the Hospice.”*

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

# Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

## How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

**Anglea Lord - Sales Manager, on 0191 374 6176**

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



## Job Description

# Retail Assistant

**Department:** Retail

**Grade:** Pay Scale 1

**Responsible to:** Retail Manager / Retail Supervisor

**Hours:** 22.5 hours per week

**Salary:** Pay Scale 1 £20,375 (pro rata)

**Contract:** Permanent

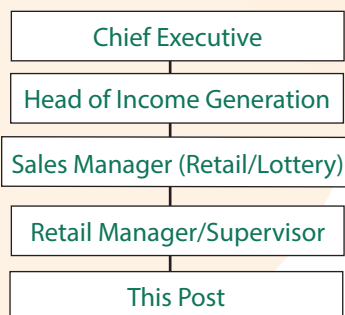
## Aim

Assist with Retail Manager with the daily operation of a Retail Charity Shop.

Work with the volunteer team to effectively achieve the sales budget and control costs.

Work with the team to deliver excellent customer service to customers, donors and supporters, to promote the profile of the Hospice and effective administration service Clinical Services.

## Organisational Chart



## Key Responsibilities

### Communication and relationships

- Ensure effective communication with staff, volunteers customers and donors.
- Promote, develop and maintain a professional customer service to donors and customers
- Build on public relations to increase the Hospice profile and maintain community support.
- The role requires effective and sensitive communication on a regular basis with patients, relatives and friends.

### Analytical and judgemental skills

- Work with the Retail Manager and team to achieve the optimum sales floor layout and visual merchandising.

### Planning and organisational skills

- Assist the Retail Manager with the daily operation of a Retail Charity Shop.
- Work with the volunteer team to effectively achieve the daily work load and sales budget

### Physical skills

- The role also involves the use of a computer and keyboard skills for data entry.

### Patient/Client Care

- The role can involve incidental contact with patients, and regular contact with relatives at the Hospice in organising collections of donated goods from bereaved donors.

### Policy and Service Development



- Hospice policies and procedures should be complied with at all times. Compliance of trading standards and health & safety procedures.
- Participate and contribute to retail shop meetings.

### Financial and Physical Resources

- Assist in achieving the shop sales budget and the control of costs.
- Comply with the procedures relating to the security of the premises, stock and handling and banking the daily takings.
- Comply with the procedure for handling cash donations.
- Ensure high standards of cleanliness and maintenance of property and equipment. Reporting any problems to the Retail Manager.

### Human Resources

- Attend mandatory training and other training courses as required or agreed at the annual IPR.
- Required to comply with Hospice Policies and Procedures at all times.
- Maintain confidentiality at all times.
- Report any Human Resources concerns to the Retail Manager.

### Information Resources

- Record and maintain accurate retail sales figures on a daily and weekly basis.
- Comply with HMRC requirements for gift aid auditable paperwork and computer data entry.

### Research and Development

- Awareness of competitor activities in the local area, providing feedback to the Shop Manager/shop supervisor

### Freedom to Act

- The role is managed by a Retail Manager/Retail Supervisor

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## EFFORT & ENVIRONMENT

### Physical

- This role involves a high degree of physical activity on a daily basis with the handling, sorting and processing of donated goods. To include moving sacks, boxes and furniture in the workplace, and to the retail van.
- Also moving and handling of shop fittings with layout/merchandising changes on a regular basis.

### Mental

- Coordination of daily operational tasks with occasional requirement for concentration.

### Emotional

- The post holder will occasionally be exposed to and have to deal empathetically with customers and donors in situations of grief.

### Working Conditions

- Limited space and movement of goods on a daily basis to comply with Health & Safety.
- Exposure to unpleasant conditions during the process of sorting donated goods.



**Note:** This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post. This is a new post therefore the roles and responsibilities will be reviewed after six months.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder.

Some flexibility in the hours worked will be essential at times to meet demands placed on our service.

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## Job Description Agreement

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

# Person Specification

<b>Post Title:</b> Retail Assistant		<b>Grade:</b> <b>Department:</b> Retail		
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	Good standard of education including literacy and numeracy	Application form	Qualification in retail or customer services equivalent to NVQ level II.	
Experience	Retail/Customer experience in the commercial or voluntary sector and/or qualification in retail or customer service sector.	Application form  Assessment	Experience in the Charity retail sector.	Application form / interview
Skills and Knowledge	Knowledge of the retail sector and customer service skills	Application form/ interview	Additional skills knowledge acquired through work history.	Application form / interview
Personal Attributes	Excellent communication skills. Ability to work as part of a team. Motivated and passionate about business and customer service. Adaptable and flexible. Positive and enthusiastic attitude.	Interview		
Special Requirements	The role involves a high degree of physical work.  Occasional requirement to work in other Hospice shops.		Able to travel independently across retail sites.	

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

### **Accessible Information**

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



St Cuthbert's Hospice,  
Park House Road,  
Durham, DH1 3QF  
0191 386 1170

[hello@stcuthbertshospice.com](mailto:hello@stcuthbertshospice.com)  
[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

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Charity Number: 519767 VAT Number: 997305770.  
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF