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| --- |
| Please complete and return this application form to: |
| **The Monitoring Officer, Concern Worldwide,**  **47 Frederick Street, Belfast, BT1 2LW** |
| **OR upload to the relevant job application on** [**www.concern.net/jobs**](http://www.concern.net/jobs) |
| **OR email to** [**ukhrenquiries@concern.net**](mailto:ukhrenquiries@concern.net) |
| **Please note: CVs will not be accepted** |



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| Information pack for candidates for the post of: |
| **Shop Manager Concern Worldwide (UK), Belfast Ormeau Road.** |

Dear Applicant,

Please find enclosed an application pack for the above post, which contains the following items:

###### Section 1: Background to Concern Worldwide and the post

###### Section 2: Job Description

Section 3: Essential and Enhanced Criteria

Section 4: Vacancy Application Form

Section 5: Job Competency Form

Section 6: Monitoring Form

Section 7: Returning your Application

**PLEASE READ THE FOLLOWING INFORMATION CAREFULLY**

1. Your application pack contains information about Concern Worldwide, the job vacancy and the person required. You should read these carefully to ensure that the job and conditions are suitable.

2. You must complete sections 4 and 5 accurately and return them to Concern Worldwide by the date and time indicated below. You are also asked to complete a monitoring form (section 6).

**3. It is your responsibility to ensure that sufficient information is provided to enable a short listing panel to assess your suitability for this post.**

***Please show clearly in your application how you meet the essential and enhanced criteria.***

4. Applications, CVs and attached sheets:

* Applications must be printed out, signed and posted to Concern Worldwide at the above address **OR** fully completed applications can be uploaded to the relevant job application page on our website at [**www.concern.net**](http://www.concern.net) **OR** emailed to [**ukhrenquiries@concern.net**](mailto:ukhrenquiries@concern.net)
* **CVs will not be accepted – only applications submitted on this form will be considered.**
* Additional sheets will only be considered if they are a continuation of a section of the application form where there is insufficient room to include all the necessary details.

5. It is the responsibility of the applicant to ensure that sections 4, 5 and 6 are completed and returned by **09:00am** **on Tuesday 29 August 2017**.

6. Under section 8 of the Asylum and Immigration Act 1996, all successful applicants must provide documentary evidence of their identity for verification and photocopying.

**Thank you for your interest in Concern Worldwide**

Yours sincerely

**Aileen McKee**

Concern Worldwide

Retail Development Manager

|  |  |
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| **SECTION 1:** | **BACKGROUND TO CONCERN WORLDWIDE (UK) AND THE POST OF SHOP MANAGER** |

**Concern Worldwide**

Concern Worldwide is an international humanitarian organisation specialising in tackling hunger with the most vulnerable people in the world’s poorest places. We believe in a world where no-one lives in poverty, fear or oppression; where all have access to a decent standard of living and the opportunities and choices essential to a long and healthy life; a world where everyone is treated with dignity and respect.

Working in partnership with local organisations and communities, we combine our expertise with local knowledge to help people develop their own lasting solutions. Our work includes encouraging people to grow their own food and sell their produce to provide an income, increasing agricultural yields by using improved farming methods, helping people to grow sustainable livelihoods, and supporting families to improve the health and education of their children.

Last year, we reached more than 22 million people in 27 of the world’s poorest and most vulnerable countries. We also responded to 45 emergencies in 25 countries, directly helping 4.6 million people struggling to cope with the immediate effects of natural and manmade disasters.

You can read more about our work at: [www.concern.net](http://www.concern.net)

**Concern Charity Retail in Northern Ireland**

Concern has had two charity shops in Northern Ireland for over 20 years, one in Ballycastle and the other in Newcastle. Both shops have been managed and run entirely by local volunteer committees and teams of volunteers. In 2015 Concern launched a Retail Development Plan with the aim of increasing our retail presence in Northern Ireland. In March 2016 we opened our first new shop, a donated Bookshop in Derry, and in the spring of 2017 we opened a second donated Bookshop in Holywood, Co. Down. These shops are highly successful, together raising over £160k each year. Over the years our shop volunteer teams have won several awards for their outstanding record in volunteering.

We are now planning to open our fifth retail outlet, a mixed donated stock shop on the Ormeau Road in Belfast. This latest outlet is in a prime location, situated in the thriving and vibrant Ormeau Road community. Over the last number of years it has become one Belfast's up-and-coming areas for small retail shops, coffee and eateries. It is expected that this trend will continue after the recent sales of two additional prime sites on the on the road.

**Concern (NI) Shop Manager**

This is an exciting time for you to join Concern Worldwide (UK) as we seek to engage more with local communities and increase support for our work in tackling hunger and transforming lives in some of the poorest places in the world.

As shop manager you will have the opportunity to be part of a small, but dedicated and successful retail operation. You’ll be a highly motivated self-starter who takes full ownership of your business and lead your team to achieve sales targets. It will be your chance to demonstrate and further develop your existing strong commercial awareness, relationship management, sales and customer service skills.

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| **SECTION 2:** | **JOB DESCRIPTION** |



JOB DESCRIPTION

|  |  |
| --- | --- |
| **Post Title:** | **Shop Manager** |
| **Employer:** | Concern Worldwide (UK) |
|  |  |
| **Reports to:** | **Retail Development Manager** |
|  |  |
| **Direct reports:** | Shop Volunteers |
|  |  |
| **Liaises with:** | Supporter Care team  Community Fundraising team  Finance team |
|  |  |
| **Based At:** | Concern NI Shop – Ormeau Road, Belfast |
|  |  |
| **Start date:** | As soon as possible following appointment |

**OVERALL PURPOSE OF THE JOB:**

To be responsible for all aspects of managing the shop, including recruiting and leading the volunteer team in order to maximize the income generated for Concern’s work. You will be instrumental in making sure the shop is at the hub of the local community, acting as the face of Concern Worldwide and raising public awareness of our campaigns.

**KEY DUTIES:**

**Income and Profit**

* Manage all aspects of shop operations in order to achieve and exceed shop income targets and all retail KPI’s
* Foster a creative and entrepreneurial environment to maximise income in new and innovative ways
* Lead and motivate the volunteer team to develop links with the local community and generate additional income

**Volunteer Management**

* Recruit, develop and retain a diverse volunteer team, to maximise the shop’s income and profitability
* Develop and implement a volunteer rota to maximise the shop’s opening hours and ensure the store operates efficiently and effectively, while ensuring the shop is open and managed by the volunteer team in the manager absence.
* Provide ongoing training and support for the shop volunteers
* Lead and inspire the shop team to provide an excellent customer and donor experience
* Ensure volunteers promote seasonal/topical retail initiatives and Concern UK appeals and campaigns.

**Stock & Shop Floor Management**

* Plan and implement on-going and seasonal stock donation appeals to ensure high levels of good quality stock at all times
* Set exceptionally high standards of shop cleanliness, display and visual merchandising
* Take a “hands on approach” and be responsible for creating appropriate and commercially successful visual merchandising displays, including shop windows, while ensuring shop volunteer team to take on similar tasks in your absence
* Establish and maintain efficient and commercially successful stock processing systems, including; pricing, quality standards, stock density and stock flow to shop floor.

**Health and Safety, Compliance and Reporting**

* Ensure compliance with all external Health and Safety regulations and the Concern H&S policy and procedures.
* Provide a safe and healthy working environment and ensure that all team members are aware of and operate within Concern’s Health and Safety policies and procedures
* Report any H&S issues to the Retail Development Manager
* Ensure all volunteers are fully trained and relevant training records are kept up to date
* Ensure compliance with all statutory requirements regarding donated stock
* Ensure compliance with all Concern policies and procedures, including complaints response and reporting.

**Working for Concern**

* Play a key role in enabling the shop team to represent Concern and increase the knowledge of the local community about Concern’s work
* Ensure the integration of the shop into the local community with the shop volunteers
* Support volunteer team when responding to all appeals and fundraising opportunities

***\*\*Although this is a management role, it requires you to take a hands on approach to the running of the store and this includes the continuous manual handling of stock on a daily basis. This in turn requires a reasonable level of fitness to undertake all daily tasks.***

**CONDITIONS OF APPOINTMENT**

Salary: 1B £18,177 per annum. Pension scheme is available.

This is a permanent, full time post.

The normal full-time working week is 35 hours.

It is the nature of this post that weekend working (Saturday) and seasonal Sunday hours are part of the normal working week. Working hours will also involve some evening work to meet the needs of the post and occasional travel to Concern offices in London and Dublin is also required including occasional overnight stays.

Appointment will be subject to a six-month probationary period

CODE OF CONDUCT:

Concern has a Code of Conduct and a Programme Participant Protection Policy which have been developed to ensure the maximum protection of programme participants, especially beneficiaries, from abuse and exploitation, and to clarify the responsibilities of Concern staff, partner organisations, and anyone engaged by Concern or visiting our programmes, and the standards of behaviour expected of them. In this context all Concern staff have a responsibility to the organisation to strive for, and maintain, the highest standards in the day-to-day conduct of their work in accordance with Concern’s core values and mission.

Any candidate offered a job with Concern Worldwide will be expected to sign the Programme Participant Protection Policy and the Concern Code of Conduct as an appendix to their contract of employment. By signing the Programme Participant Protection Policy and the Concern Code of Conduct candidates demonstrate they have understood their content and agree to conduct themselves in accordance with the provisions of these two documents.

Any breach of the Concern Code of Conduct or the Programme Participant Protection Policy by employees of Concern Worldwide during the course of their employment will result in disciplinary action up to, and including, dismissal.

COUNTER-TERRORISM CLEARANCE CHECK:

Concern receives a substantial amount of funding from external donors each year. Increasingly donors are introducing requirements whereby future funding is conditional on Concern ensuring that the names of any new employee or volunteer do not appear on terrorism lists generated by the European Union (List of person, groups and entities to which Regulation (EC No. 2580/2001 applies), the US Government (Office of Foreign Assets Control list of specially designated Nationals and Blocked Persons) and the United Nations (Consolidated List).

Any offer of employment (either paid or voluntary) with Concern Worldwide will not be made pending a clearance check being conducted on the applicant. For additional information please consult our web site or contact the Human Resource Division in our Head Office.

By submitting a formal application for paid or voluntary employment to Concern, you agree to Concern carrying out a clearance check as outlined above and that Concern will not proceed to recruit you should your name appear on any of the aforementioned lists.

**Concern Worldwide is an equal opportunities employer and welcomes applications from all sections of the community.**

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| **SECTION 3:** | **ESSENTIAL SHORT-LISTING CRITERIA** |

1. At least **3 years** demonstrable relevant retail branch management experience in a retail environment to include:

* Achieving and exceeding targets through commercial awareness and business acumen
* Management of staff/volunteers
* Delivery of excellent customer service

1. Proven track record of leading and working successfully in a diverse staff and/or volunteer team
2. Demonstrable experience and understanding of financial procedures to include:

* Managing budgets and budget forecasting
* Controlling shop expenditure
* Cash handling/banking
* Financial reporting
* Good IT Literacy and Numeracy Skills

1. Evidence of planning and organising work, making effective use of time and resources in order to get the job done as effectively as possible.

**ENHANCED SHORT LISTING CRITERIA**

Concern will short-list only those candidates who appear from the information provided, to meet the essential requirements of this post, and may, in some circumstances, rely on enhanced criteria for short listing purposes.

***\*\*Enhanced criteria will be based a relevant business/retail management qualification and/or a minimum of 1 years’ experience of Charity Retail Shop management***

So, for example, if a prohibitively high number of candidates meet the minimum short listing criteria, those who can demonstrate the enhanced criteria will be shortlisted.

**PLEASE NOTE:**

It is essential that applicants fully describe in the application form how they meet the experience and qualities sought. It is not appropriate simply to list the various posts that have been held. Assumptions will not be made from the title of posting(s) as to the skills and experience that may or may not have been gained.



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| **SECTION 4:** | **VACANCY APPPLICATION FORM** |

* Please **type** or write clearly in **black ink** in **block capitals**
* All information will be treated in confidence and will be used by Concern Worldwide to assess your suitability for the post
* Candidates will be short listed on the basis of information contained in this application and checklist

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| **Post Applied for:** |  |
| **Reference:** |  |
| **Closing Date:** |  |
| **Where did you see post advertised?** |  |

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| **PERSONAL INFORMATION** | | | |
| **Family Name:** |  | | |
| **Forename(s):** |  | | |
| **Address:** |  | | |
|  | | |
|  | | |
|  | **Postcode:** |  |
| **Day Tel:** |  | | |
| **Evening Tel:** |  | | |
| **Mobile Tel:** |  | | |
| **Email:** |  | | |
| **National Insurance No:** |  | | |
| **It is essential that the post holder is able to travel extensively, can you demonstrate how you will meet the travelling/mobility criteria of this role?** | | | |
|  | | | |
| **Have you ever been convicted of a criminal offence?**  [Exclude convictions which are spent under the  Rehabilitation of Offenders (NI Order 1978)] | | **YES / NO** (Please delete as appropriate) | |

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| **QUALIFICATIONS AND TRAINING** | | |
| **Type of Exam (GCSE, NVQ, A Level, Degree etc.)** | **Subject** | **Grade / Result** |
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[Please attach additional sheet if required]

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| **EMPLOYMENT HISTORY** | | | | |
| **Present employer** | | | | |
| **Dates of**  **Employment:** | **Name & Address of Employer** | | **Job Title and summary of main duties and responsibilities** | **Reasons for leaving** |
| **From:**  **To:** |  | |  |  |
| **Current Salary:** | |  | **Current Notice Required:** |  |
|  | | | | |
| **Previous Employment** | | | | |
| **Dates of**  **Employment:** | **Name & Address of Employer** | | **Job Title and summary of main duties and responsibilities** | **Reasons for leaving** |
| **From:**  **To:** |  | |  |  |
| **From:**  **To:** |  | |  |  |

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| --- | --- | --- | --- |
| **Previous Employment *continued*** | | | |
| **Dates of**  **Employment:** | **Name & Address of Employer** | **Job Title and summary of main duties and responsibilities** | **Reasons for leaving** |
| **From:**  **To:** |  |  |  |
| **From:**  **To:** |  |  |  |

[Please attach additional sheet if required]

|  |  |  |  |
| --- | --- | --- | --- |
| **REFERENCES** | | | |
| All offers of employment are subject to receipt of satisfactory references. Please provide the names, telephone numbers, addresses and email addresses of two referees, one of whom should be your present or most recent employer/line manager, and one who knows/has known you in a work capacity and can comment on your suitability for this post. | | | |
| **First Referee:** | | **Second Referee:** | |
| **Name:** |  | **Name:** |  |
| **Address:** |  | **Address:** |  |
|  |  |
|  |  |
| **Postcode:** |  | **Postcode:** |  |
| **Tel:** |  | **Tel:** |  |
| **Email:** |  | **Email:** |  |
| **Occupation:** |  | **Occupation:** |  |
| **Relationship**  **to you:** |  | **Relationship**  **to you:** |  |

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| **DECLARATION** | | | |
| I declare that the information on this form and any attachments is correct and complete.  I understand that to withhold, falsify or omit any relevant material fact(s) will lead to disciplinary action, including dismissal in the case of a successful applicant. I authorise the verification of any or all of the information listed on this form and any attachments. | | | |
| **Signature:** |  | **Date:** |  |

***If you are submitting your application online or by email please print your name in the signature box.***

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| **SECTION 5:** | **JOB COMPETENCIES** |

**Short listing Criteria - Job Competencies**

Concern Worldwide (UK) will shortlist for interview only those applicants who appear from the available information to be the most suitable candidates for the post in terms of relevant skills, experience and ability.

It is therefore essential that applicants fully describe how they meet each particular requirement, including relevant timescale/duration (i.e. provide dates), of the Short-listing Criteria and possible Enhanced Short-listing Criteria as provided in Section 3 of this document**.**

To meet the short-listing criteria, applicants must demonstrate experience and competency in the following areas:

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| 1. At least **3 years** demonstrable relevant retail branch management experience in a retail environment to include:  * Management of staff/volunteers * Delivery of excellent customer service * Achieving and exceeding targets through commercial awareness and business acumen |
|  |

***(Max 250 words)***

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| 1. Proven track record of leading and working successfully in a diverse team |
|  |

***(Max 250 words)***

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| 1. Demonstrable experience and understanding of financial procedures to include:  * Managing budgets and budget forecasting * Controlling shop expenditure * cash handling/banking * financial reporting * Good IT Literacy and Numeracy Skills |
|  |

***(Max 250 words)***

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| 1. Evidence of planning and organising work, making effective use of time and resources in order to get the job done as effectively as possible. |
|  |

***(Max 250 words)***

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| 1. Enhanced criteria will be based a relevant business/retail management qualification and/or a minimum of 1 years’ experience of Charity Retail Shop management |
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***(Max 250 words)***

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| **SECTION 6:** | **EQUAL OPPORTUNITY RECRUITMENT MONITORING FORM: SM-BEL-17** |

Concern Worldwide (UK) is committed to promoting equality, diversity and an inclusive and supportive environment for staff and volunteers.

In particular Concern Worldwide will seek to ensure that people are treated equitably regardless of their gender, race, ethnic background, age, disability, socio-economic background, religious or political beliefs and affiliations, marital status, sexual orientation or other inappropriate distinction.

In order to do this, it is necessary to collect information from all employees and job applicants on the key characteristics which relate to equality and diversity in employment. The information collected will be used for monitoring purposes under the terms of the Data Protection Act 1998.

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| **REQUEST FOR INFORMATION** | | | | | | | |
| **Post Applied for:** |  | | | | | | |
| **Date of Birth:** |  | | | **Gender:** | **FEMALE / MALE**  (Please delete as appropriate) | | |
| **Disability:** | **YES / NO** (Please delete as appropriate)  You should declare a disability if you perceive yourself as being at a disadvantage in obtaining, keeping or advancing your employment due to a physical, sensory, intellectual, dietary, communicative, psychiatric, allergic, or any other impairment. | | | | | | |
| **Health:** | Do you have any medical condition that could significantly affect your performance of the duties of the post for which you are applying?  **YES / NO** (Please delete as appropriate) If **YES**, please give details: | | | | | | |
| **Religion:** | **I identify myself as:** (please tick or place an ‘x’ in the box) | | | | | | |
| **Catholic:** |  | **Protestant:** | |  | **Other:** |  |
| **Nationality:**  (Please specify) |  | | | | | | |
| **Ethnicity:** | You are asked to classify yourself in the category, which you feel most nearly describes your origin. If none of the specific groups are suitable please mark the relevant **Other** and **specify your ethnicity**.  **I would consider my ethnic origin as:** (please tick or place an ‘x’ in the box) | | | | | | |
| **Indian:** |  | **Pakistani:** | |  | **Bangladeshi:** |  |
| **Other Asian:** |  | **Caribbean:** | |  | **African:** |  |
| **Chinese:** |  | **White – British:** | |  | **White – Irish:** |  |
| **Other White Background – please specify:** | | | |  | | |
| **Other Ethnic Background – please specify:** | | | |  | | |

***Thank you for your cooperation in completing this form.***

***Concern Worldwide (UK) is an Equal Opportunities Employer.***

|  |  |
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| **SECTION 7:** | **RETURNING YOUR APPLICATION** |

**IF YOU ARE RETURNING YOUR APPLICATION FORM BY POST:**

Please place this Monitoring Form (Section 6) in a separate envelope marked **Monitoring Form** and return with completed Sections 4 and 5 to:

**The Monitoring Officer, Concern Worldwide, 47 Frederick Street, Belfast, BT1 2LW**

This Monitoring Form (Section 6) will be kept separate from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

**IF YOU ARE RETURNING YOUR APPLICATION FORM VIA OUR WEBSITE OR BY EMAIL:**

**NB** Please return **ALL** pages as one document.

If you are returning your application via our website, please upload your complete application document to the relevant job application page at [www.concern.net](http://www.concern.net). If you are returning your application by email please send your complete application document to [ukhrenquiries@concern.net](mailto:ukhrenquiries@concern.net). This Monitoring Form (Section 6) will be detached from Sections 4 and 5 and kept confidential. It will only be used for monitoring purposes and will not be used or seen by the short-listing or interview panel.

**ALL APPLICATIONS MUST BE RECEIVED BY 9AM, TUESDAY 29 AUGUST 2017**

* Late applications will not be considered
* Applications that are not fully completed will not be considered
* CVs will not be considered

**INTERVIEWS ARE SCHEDULED TO TAKE PLACE ON MONDAY 11 SEPTEMBER 2017**

If you have any queries about anything in this information pack please contact:

Aileen McKee

Concern Worldwide

47 Frederick Street

Belfast

BT1 2LW

Telephone: 028 9033 1100