

# St Leonard's Hospice

Caring for Local People



Candidate Brief  
for the post of

## Head Of Retail (Full Time, Permanent Role)



St Leonard's Hospice | 185 Tadcaster Road | Dringhouses | YORK | YO24 1GL  
Tel | 01904 708553

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Registered Charity No : 509294 | Company Limited by Guarantee No : 01451533

SLH | DC | Head of Retail | Candidate Brief | 04/2021

April 2021

## Head of Retail

### Introduction

This is a fantastic and rare opportunity for an enthusiastic, driven and motivated individual who is determined to improve the lives of people living with life limiting conditions.

We need a natural leader to lead the retail team focussing on maximising sales, driving footfall, managing costs, integrating the retail team into the wider charity and taking the lead in opening new outlets and the development of our ecommerce operation.

This critical role brings a real opportunity to have a significant impact. We are looking for a skilled, collaborative and experienced operator to lead the retail operation into the future

We are looking for someone who has:

- substantial experience in leading a multi-channel retail operation
- developed, written and delivered strategic plans
- embraces and welcomes change
- challenges existing thinking and embraces new ideas

Experience of working in mainstream retail would be an advantage.

NB: We have recently undertaken an external review of our retail operation which has identified a number of opportunities to build on the already successful operation. The successful candidate will lead in the delivery of the chosen recommendations. The external provider has committed to providing a detailed download of the findings once the successful candidate is in role.

**Closing Date for Applications**

**Monday 17<sup>th</sup> May 2021 (5:00 pm)**

**Interview Date**

**Thursday 27<sup>th</sup> May 2021 (location and details to be confirmed – there will be a requirement to deliver a presentation during your interview)**

*(CV's without an application form will not be accepted. No agencies please)*

*Providing quality care for our patients, their families and carers is our purpose and at the centre of everything we do. Our staff and volunteers are one of our greatest assets and we require inspirational colleagues to join our team. St Leonard's is a teaching Hospice offering an excellent environment to work in, outstanding employment conditions & benefits, great opportunities for development and huge job satisfaction.*

April 2021

Dear Applicant

**Head of Retail**

Thank you for your interest in the Head of Retail position based at our Retail Head Office in Acomb, York.

This is a very exciting time to be joining the wider Income Generation Team. We are a growing and forming team, with a great deal of focus and expectation on what we need to deliver as we move out of the COVID pandemic period and look to recover income.

Please take time to read the Candidate Brief and also download the application form, guidance notes and declaration form. You may also wish to look at other areas of our website to give you a greater understanding of our work.

If you would like to discuss the post once you have read the Candidate Brief please call 01904 708553 and ask to speak to Dawn Clements, Director of Income Generation. Alternatively email Dawn at [dawn.clements@stleonardshospice.nhs.uk](mailto:dawn.clements@stleonardshospice.nhs.uk) and she will return your email/message/call, as soon as possible.

Once again thank you for your interest in the post of Head of Retail and working at St Leonard's. I look forward to receiving your application and possibly working with you in the future.

Yours sincerely



Emma Johnson  
**Chief Executive**

## BACKGROUND & INTRODUCTION

### Brief History

St Leonard's Hospice was founded in 1985 and is proud to celebrate over 30 years of serving the local community. The founders were four Royal College of Nursing members whose initial thoughts and commitment in 1978 led to the establishment of a Steering Committee and formal appeal. The original Day Hospice opened in February 1984 and the In Patient Unit was completed in September 1984 with the first patient admitted in February 1985.

Over the following years services developed, fundraising increased and the building expanded. In 2001 the superb new In Patient Unit, education facilities and office accommodation were added and the original building was completely refurbished.

Hospice@Home was established in 2010 to enable high quality Hospice care to be taken to the patient in their preferred place of care.

As well as the main site situated on Tadcaster Road, the Hospice has a number of retail outlets. The Retail Office is based in Acomb, along with two Hospice shops and a donation centre. Further Hospice shops are located in Fulford, Haxby, Tang Hall, Scarcroft, Layerthorpe, Colliergate and Fossgate all within the City of York. The Hospice also has shops in Selby (2 units) and Easingwold.

In December 2013, St Leonard's began a major capital refurbishment programme to ensure the in-patient unit, day care and family care areas were 'fit for purpose' for the future. This work was completed in December 2014 resulting in a very modern design and excellent comfort for both patients and visitors. A refurbishment project improving our changing facilities, washrooms and an extension to our staff dining room was completed in May 2019. The changing rooms are bright and modern, with lockers available for staff to store personal belongings. All the washroom facilities are high spec and available for staff use.

The staff dining room has three distinct areas; a section for dining, with family style dining tables and smart modern kitchen facilities, a bistro style area for coffee breaks and a catch up with colleagues, and a quiet, comfortable lounge area, where staff can enjoy a tranquil setting with views out onto our landscaped garden. There is also outside furniture if staff want a breath of fresh air. The dining room is equipped with all kitchen mod-cons, plus mobile phone chargers, a Bluetooth speaker, wifi access and a non-networked PC for break time internet browsing.

### Mission Statement, Purpose and Care

Our mission is to provide excellent care and support to those living with life-limiting illness and to the people they care about, to enrich their lives and to contribute to the ongoing development of end-of-life care, we do this by:-

- placing our patients at the centre of everything we do
- involving patients in decisions regarding their care
- recognising that our patients have, in addition to their physical symptoms, emotional, social and spiritual needs that are addressed by a multi-professional team
- maintaining and enhancing quality of life for patients and their families whenever possible
- providing bereavement support for families and carers after a patient has died
- developing and recognising the contribution of our staff, both paid and voluntary, sharing our knowledge and skills through education, audit and research
- collaborating with other professionals and advisors to make a positive contribution to local healthcare strategy

## **Governance**

St Leonard's Hospice is a registered charity and a company limited by guarantee. It is governed by a Board of twelve Trustees under the leadership of the Chair of the Board of Trustees – Mr David Dickson. The Trustees are all volunteers coming from a range of backgrounds. The Board meets five times per year, and has a number of sub committees that report into it, namely:

- Governance
- Finance & Investment
- People & Culture
- Income Generation
- Service Development
- Membership

## **Senior Management Team**

Chief Executive	Emma Johnson
Deputy Chief Executive (Company Secretary)	Karen Johnson
Director of People	Ingrid Jenner
Director of Clinical Services (Registered Manager)	Jenny Brandom
Medical Director & Consultant in Palliative Medicine	Bill Hulme
Director of Income Generation	Dawn Clements

The strategic and operational management of the Hospice is the responsibility of the Chief Executive who works collaboratively with the Senior Management Team.

St Leonard's Hospice is registered under and inspected by, the Care Quality Commission. The Director of Clinical Services is the Registered Manager and the Medical Director is the Nominated Individual. Recent reports can be found on their website : [www.cqc.org.uk](http://www.cqc.org.uk)

**The Hospice has been rated as 'Outstanding' by CQC in the latest report.**

## SERVICES PROVIDED and KEY FACTS

All figures refer to the year starting 1<sup>st</sup> April 2019 ending 31<sup>st</sup> March 2020

### Patient Care

#### In Patient Unit

A purpose built in patient facility with 20 beds comprising - 2 x 4 bedded units with bathrooms, 12 en suite single rooms. All rooms have views of a courtyard garden, grounds or fields. Other facilities include an admission room, office accommodation for staff, Sister's office, seating areas, an independent wet room, two assisted bathrooms, beverage bay, a kitchen and storage areas.

Number of Patients cared for 304

#### The Sunflower Centre

The Sunflower Centre provides a variety of day therapy services, drop in facilities and workshops for patients and their carers. Facilities include lounge areas, therapy treatment rooms, an activity room, IT facilities, assisted bathrooms and toilets, kitchen and dining room. This is a purpose built area.

Number of Patients attended 205

#### Hospice@Home

A service working in partnership with the patients 'primary care provider' to enable patients to be cared for in their home at the end of life. The service enables patients to be cared for at home, enables patients to be discharged rapidly from any care setting, prevents unnecessary and often out of hours admission to acute settings and provides care if a patient requires a Hospice bed and one is not available.

Number of Patients cared for 419

#### Lymphoedema Clinic

A Specialist Nurse led service currently treating patients with lymphoedema relating to previous treatment and life threatening diseases.

Number of Appointments 229

#### Bereavement Service

A service led by qualified professionals working closely with highly trained volunteers providing support for families and carers.

Number of Bereavement sessions delivered 558  
**(503 one to one sessions and 55 telephone sessions)**

### Our People

The Hospice employs 210 staff (full and part time, including bank staff) in a wide range of roles. We also have a loyal and hardworking team of 577 volunteers working in all areas of the Hospice including 316 that work in our shops. All staff and volunteers are either based at the Hospice, at the retail offices or in one of the retail shops.

#### Clinical Team

Medics, Nurses, Care Assistants, Social Workers, Spiritual Care, Bereavement, Complementary Therapies, Physiotherapy and Occupation Therapy, Education and Activity Leader.

#### Corporate & Support Services Team

Administration, Finance, Information Communication Technology, Human Resources, Catering, Maintenance & Facilities, Volunteer Services, Receptionists, Health & Safety and Housekeeping.

#### Income Generation Team

Income Generation Team, Retail and Shop Managers, Communication Manager, Fundraising/Retail Vehicles Drivers.

### **Finance**

It costs just over £5.8 million a year for the Hospice to continue to provide its services. Over 75% of this expenditure is people related. Whilst St Leonard's always strives to achieve a 'balanced budget', it is not always possible to achieve this.

Hospice finances and resources are managed carefully and prudently. Due to good public support and efficient housekeeping since the Hospice opened, we are in a position to hold reserves. This allows the Hospice to continue to provide services during the years it experiences a deficit.

Approximately 29% of expenditure is covered by grants from local Clinical Commissioning Groups. The majority of this funding comes from the Vale of York Clinical Commissioning Group. The balance of the money needed to run the Hospice is raised from voluntary incomes which includes: donations, fundraising activities, the weekly prize draw, Hospice shops and legacies.

Full copies of the accounts can be found on [www.stleonardshospice.org.uk](http://www.stleonardshospice.org.uk)

***All our services are provided without charge to our patients, their families and carers.***

### **Commissioning & Geographical Area**

The Hospice catchment area has a population size of 351,900 and incorporates The City of York area where over 70% of our patients reside. The remaining population are based around the smaller towns of Selby, Tadcaster, Easingwold, Pocklington, Pickering, Helmsley and Kirkbymoorside. Its catchment extends to Sherburn in Elmet near Leeds in the West, to Howden in the South, Pickering in the East and Easingwold in the North.

The NHS Vale of York Clinical Commissioning Group (VoYCCG) has a population of 337,500. The VofYCCG are the main commissioners of Hospice services. The Hospice also provides services to NHS East Riding of Yorkshire Clinical Commissioning Group in Holme on Spalding Moor and Market Weighton covering a population of 14,400.

## JOB PROFILE

<b>Post:</b>	Head of Retail
<b>Ref:</b>	HOR/Retail/04-21
<b>Responsible to:</b>	Director Of Income Generation
<b>Accountable to:</b>	Director Of Income Generation

### **JOB SUMMARY**

The Head of Retail is an integral part of the wider income generation team and is responsible for maximising the income and profit sustainability of our multi-site/multi-format retail business through the effective management of people, resources and budgets.

The Head of Retail is responsible for the effective management of the retail operation which includes 12 retail shops (location details can be found on our website), a donation centre, a small new goods operation, eBay, administration support with circa 50 paid staff and 200 volunteers.

The successful candidate will be part of the Income Generation Leadership Team working alongside the Head of Communications and Marketing and the Fundraising Manager.

### **KEY RELATIONSHIPS**

- Board of Trustees
- Senior Management Team
- Director of Income Generation
- PR & Social Media Officer
- Fundraising Manager
- Head of Communications and Marketing
- IPU & Hospice@Home, Sunflower Centre Senior Teams

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **Strategic Responsibilities**

- Provide expertise, leadership, vision and guidance, to drive forward the strategic direction of the retail operation to deliver outstanding performance in all aspects of charity retail.
- To lead on the development, implementation and evaluation of an ambitious and achievable retail strategy with a set of delivery plans to include defined and measurable objectives and KPIs, ensuring that the appropriate resources, systems, policies, processes and guides are in place to grow income, while ensuring compliance with regulation and best practice.
- Develop, implement and manage the necessary practices, systems, and controls to ensure the operational, financial and administrative compliance necessary to deliver an efficient retail operation.
- Lead on the expansion of the existing shop portfolio including: sourcing, costing & planning of new shops including shop-fitting, staff recruitment & opening. Working with the Director of Income Generation and 3<sup>rd</sup> party support on lease negotiations, surveying and legal lease/contracts with our solicitor.
- To grow and develop e-commerce operations to maximise sales.

- Working with the central Volunteers team create a culture of volunteer empowerment and development focusing on volunteer recruitment and management, reward and recognition, connecting volunteers with the work and instigate the creation of procedures and systems to maximise volunteer recruitment and retention.
- Build productive relationships across the hospice to ensure that the retail team are part of the wider hospice team, and are able to advocate for the charity with customers and other supporters.
- Build an external network (including peers at other hospices / charities).
- Work with the Fundraising Team to embed shared fundraising and retail objectives across income generation and ensure that all opportunities to maximise income are realised (e.g. Gift Aid, sale of Christmas cards, lottery sales).
- Working with the Marketing team and other key Retail staff to further develop the Shop as a sub-brand, ensuring the interior design and quality is in keeping with the required profile. Ensure that shop managers adhere to brand guidelines and that messaging in relation to the work of the charity is displayed prominently
- To represent the hospice in the community and public domain as appropriate. Ensuring that relationships in the community are managed in a way that achieves the best outcome for all parties.
- Maintain an up to date knowledge of the charity retail market and the activities of other local charitable organisations to identify market gaps and new opportunities.

### **Operational Responsibilities**

- To lead, support and motivate the retail team, managing performance or conduct issues as required – this includes direct line management of the Retail Operations Manager and the ecommerce lead, with whom you will be expected to conduct regular documented 1:1s.
- Ensure that timely and appropriate communication and feedback mechanisms are in place for your staff and volunteers, engaging, and encouraging contribution. You will ensure the wider charity is kept up to date with relevant retail activity.
- Plan, set and manage the annual retail operating budget, reforecast quarterly as appropriate and take steps to address underperformance.
- Monitor and evaluate the commercial performance of each shop, maximise profit across the portfolio and report to the Director of Income Generation monthly and feed into the reports for the relevant trustees forums, about the continued viability of each.
- To deal with all property matters in respect of their on-going management, maintaining and updating the existing property database of leases and sub-leases. To be across all expiry dates, break notices, rent reviews and other relevant matters with all retail leases. To lead on action required with leases and taking legal advice when required.
- To take overall responsibility for the Warehouse & Logistics function to ensure the development of excellent warehouse, sorting and transport operations in order to maintain sufficient stock available for all stores, ecommerce and maximise income from recyclables.

- Ensure that appropriate practices, checks, and risk assessments are developed and implemented so that we comply with, and can evidence adherence to, Health and Safety, Fire, Trading Standards, Equality Act (2010) and other regulations and legislation including Covid-19. Liaising with Retail Operations Manager for health & safety, moving and handling issues and all facilities/maintenance matters.
- To put in place a structured approach to using data in the analysis of sales.
- To Chair St Leonards Weekly Shop Managers' meetings and to represent the shops at all other relevant meetings/forums including those with our partners.
- Engender an excellent customer service ethic across the business ensuring this is monitored through initiatives such as mystery shopping.
- Ensure all investigations into reported accidents, incidents and near misses are carried out without delay and appropriate action is taken to prevent a reoccurrence by either immediately remedying the defect or implementing control measures to prevent the situation from deteriorating or reoccurring.
- Ensuring investigations into complaints and expressions of dissatisfaction are carried out without delay and appropriate action is taken to prevent a reoccurrence by either immediately remedying the defect or implementing control measures to prevent the situation from reoccurring.
- To ensure that Gift Aid procedures, processes and claims are completed within the agreed time frames, liaising closely with the Finance Dept.
- Working with the Head of Communications & Marketing to further develop the Shop as a sub-brand, ensuring the interior design and quality is in keeping with the required profile.

### **General Responsibilities**

- Attend and complete all mandatory training and other development courses required by the Hospice in a timely manner.
- To act as an ambassador for the charity and encourage others to do the same.
- To read and understand all Hospice policies and procedures.
- To participate in the Annual Performance Review.
- To keep up to date on current developments appropriate to duties and responsibilities of the post.
- To positively promote, support and represent the Hospice especially within the community.
- To be aware of personal responsibilities as defined by the Health & Safety at Work Act 1974.
- To maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.

To undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive

## PERSON SPECIFICATION

**Post:** Head of Retail

Requirement	Essential	Desirable
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Educated to A Level standard</li> </ul>	<ul style="list-style-type: none"> <li>▪ IOSH Managing Safely Qualification (Refer to Skills Section)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ In depth knowledge of the retail industry, with an awareness of charity retail, including ecommerce operations</li> <li>▪ Proven experience of developing and implementing retail strategic plans, driving through the change needed to produce positive results</li> <li>▪ Proven experience of successful management of a retail operation in a fast moving retail environment including the management of a team through setting and monitoring objectives and targets</li> <li>▪ Proven experience of leading a multi-site team, effectively deploying all forms of technology to ensure efficient and engaging support and communications</li> <li>▪ Proven experience of being financially literate, with a strong understanding, experience of knowledge of budgeting, cost management and P &amp; Ls and financial data and drawing up reports</li> <li>▪ Working within an integrated team.</li> <li>▪ Knowledge of GDPR</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in main stream retail would be an advantage.</li> <li>▪ Working knowledge of Gift Aid</li> <li>▪ Knowledge of St Leonard's Hospice or work of Hospices.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent time management.</li> <li>▪ Attention to detail / accuracy</li> <li>▪ Strong networking skills</li> <li>▪ Strong creative mindset.</li> <li>▪ Strong organisational &amp; planning skills, able to manage &amp; prioritise workload.</li> <li>▪ Candidate must recognise their responsibilities as a Retail Manager who can demonstrate what good H&amp;S looks like across Retail and who will be required to <b><u>undertake the IOSH Managing Safely course as a pre requisite to accepting the role.</u></b></li> <li>▪ Knowledge of social media platforms and online shopping</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Excellent judgement alongside fantastic communication and presentation skills</li> <li>▪ Persuasive &amp; motivational.</li> <li>▪ Proven interpersonal skills.</li> <li>▪ Ability to be sensitive and empathetic</li> </ul>	

	<p>with an approachable personality</p> <ul style="list-style-type: none"> <li>▪ Ability to communicate at all levels within the Hospice and also with professionals, patients and the public</li> <li>▪ Confident, can do attitude</li> <li>▪ Possess a high level of emotional intelligence</li> <li>▪ Passionate about the service and challenges blocks and barriers</li> <li>▪ Generates energy and enthusiasm in others</li> <li>▪ Embraces and welcomes change</li> <li>▪ Challenges existing thinking and embraces new ideas from everyone and everywhere</li> </ul>	
<b>Behaviours and Attributes</b>	<ul style="list-style-type: none"> <li>▪ Integrity, discretion and be able to respect confidentially.</li> <li>▪ Highly responsive to requests for support</li> <li>▪ Courteous and respectful of others.</li> <li>▪ Enthusiastic, accessible and flexible.</li> <li>▪ A team player.</li> <li>▪ Positive, self-motivated &amp; committed to achieving results.</li> <li>▪ Professional approach to work.</li> <li>▪ Proactive, assertive &amp; confident.</li> <li>▪ Calm under pressure.</li> <li>▪ Sense of humour.</li> </ul>	
<b>IT</b>	<ul style="list-style-type: none"> <li>▪ Highly IT literate and digitally aware</li> <li>▪ Excellent working knowledge of Excel, Powerpoint and other platforms</li> <li>▪ Knowledge of EPOS till systems</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>▪ Flexible approach to hours of work – some weekend work will be expected as operationally required.</li> <li>▪ Be prepared to assist with Hospice fundraising &amp; events.</li> <li>▪ Current driving licence &amp; access to a vehicle for work purposes.</li> </ul>	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview.

## JOB DETAILS, BENEFITS & INFORMATION

- Post:** Head of Retail
- Post Ref:** HOR/Retail/04-21
- Employment:** The 'Employer' is St. Leonard's Hospice York.
- Commencement:** The post will be available immediately or as soon as possible after offer of appointment.
- Contract Type:** Permanent
- Terms & Conditions:** The terms and conditions are those of St Leonard's Hospice. The Hospice is not bound by any external pay and conditions arrangements.
- Salary Range:** St Leonard's Hospice Pay Scale

Band 7

£38,890 to £44,503 per year

- Unless candidates can clearly demonstrate to the satisfaction of the interview panel extensive experience, knowledge and skills attributable to the role, starting salary will be at the lowest point on the salary band.
- Progression on the Hospice pay scale is in accordance with the Pay Progression Policy.
- Inflationary pay awards and incremental rises are not guaranteed.
- Salaries are paid on or before the 25<sup>th</sup> of each month by Bank Transfer.

**Hours:** This is a full time 37.5 hours a week post you must be flexible to work irregular hours as demanded by the requirements of the post. There will be a requirement to be a key holder, to deal with enquiries out of hours, including evenings and weekend

**Annual Leave:**

Length of Employment With Hospice	Annual Leave, General Public Holidays, Statutory Days	TOTAL
On Appointment	27 days plus 8 days	35
After 5 years employment	29 days plus 8 days	37
After 10 years employment	33 days plus 8 days	41

- The above annual leave entitlements are representative of full-time equivalent hours (37.5 hours per week) and for part-time positions these will be calculated on a pro-rata basis.

- The leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.
- In support of our commitment to 'Life/Work Balance', all leave must be taken within the year it is allocated.
- Unused annual leave is lost if not used by 31<sup>st</sup> March annually.
- Previous employment (service) with any other employer will not count towards continuous service or holiday entitlement, unless you have joined us directly from the NHS.

**Uniform:** If a uniform is required for your role, this will be provided. Please note, the Hospice does have a dress policy in place, which extends to retail and includes the requirement of no denim

**DBS:** If a DBS (Disclosure and Barring Check) is required for the position you are applying for we will ask you to complete and submit the form when you attend for interview and bring in all original documentation to support this.

**Health Screening:** The post holder will be required to undergo health screening prior to appointment. This is usually in the form of a confidential medical questionnaire and will be used to determine if any reasonable adjustments are required.

As a healthcare provider it is very important to us that our staff have the annual flu jab and the COVID vaccination. It is our expectation that all of our staff will have the vaccinations, unless there are strong compelling reasons why not. We believe having the vaccination not only protects you but also helps us to keep our patients, staff and visitors safe.

**Annual Performance Appraisal:** The post holder will be appraised annually.

**Smoking Policy:** A no smoking policy operates on all Hospice premises and in Hospice vehicles for staff and volunteers. Staff must not smoke when they represent the Hospice at events or functions.

**Driving Documentation** If there is a requirement to have the use of a vehicle during working hours, the Hospice requires the full disclosure/authorisation to check MOT, Tax, Driving Licence/endorsements and Motor Vehicle Insurance which must include under limitation as to use, for business purposes.

**Vehicle Mileage Allowance** The Hospice pays the recognised HMRC Mileage Allowance Payments for the purposes of business mileage. The current rate is 45p per mile

**Pension:** If currently contributing to the NHS Pension Scheme or eligible to contribute within the last 12 months, this is transferable. For remaining staff there is the option of joining a contributory group personal pension scheme operated by Legal & General.

In addition, St Leonard's complies with its duties under auto enrolment legislation.

**Life Assurance:**

A non-contributory scheme (death in service) operates for all employees paying a lump sum of 2.5x annual salary upon death to nominees. This scheme is not open to those within the NHS Pension Scheme (as separate arrangements exist within the scheme). Please note bank workers are not eligible for this benefit.

**Healthcare Schemes:**

There is the option of joining contributory schemes at advantageous rates. These are available to families of employees.

**Sick Pay:**

Entitlement to sick pay is in accordance with the following:

*During 1<sup>st</sup> year of service (and after completing 4 months service) one months full pay & two months half pay.*

*During 2<sup>nd</sup> year of service two months full pay & four months half pay.*

*During 3<sup>rd</sup> year of service four months full pay & five months half pay.*

*During 4<sup>th</sup> & 5<sup>th</sup> year of service five months full pay & five months half pay.*

*After completing 5 year's service ~ six months full pay & six months half pay.*

**Maternity Leave:**

Is in accordance with statutory maternity/legal rights.

**Secondary Employment:**

Any 'other' employment (paid or otherwise) must be agreed in advance, in writing with the Hospice Chief Executive.

**Gifts:**

A Gifts Policy is in place.

**Additional Income:**

Any additional income, rewards or gifts in kind received whilst on normal Hospice duties/business is repayable to or paid directly to the Hospice.

**Location:**

St Leonard's Hospice is located in an attractive rural/residential area to the South West of York with easy access to major road networks including the A64, A1/M1, A19, A59 and M62. The Hospice is a very short walk from Tesco, Askham Bar, a 'Park & Ride' service operates close to the Hospice allowing frequent travel to the City Centre and mainline railway station. Local buses stop immediately outside the Hospice entrance.

The Hospice has excellent modern facilities.

The Hospice cannot provide on-site parking for all staff therefore off-site parking is available in the local vicinity, with up to a 10 minute walk to the Hospice. Public transport should be used whenever possible.

**Base:**

We have a number of sites including the main hospice on Tadcaster Road and a number of retail outlets. The base of work will be made clear in each recruitment exercise.

**Employees:**

The Hospice employs 210 people (full and part time, including bank workers). We are supported by 577 volunteers working in

all areas of the Hospice including 200+ that work in our shops. All staff and volunteers are based at the Hospice, at the retail offices or in one of our 12 shops and or the Donation Centre in Acomb.

**Staff Benefits:**

These facilities are found on the main Hospice site on Tadcaster Road. Facilities at other premises vary.

- Reimbursement of professional fees
- High quality subsidised meals and snacks
- Newly refurbished staff rest and bistro dining areas, inside and outside
- Free beverages
- Access to Our Hospice Hub an online reward & recognition site which includes discounts & cash back from hundreds of well-known retailers, a confidential 24 hour Employee Assistance Programme (EAP) offering counselling, financial and legal helpline to staff and their immediate family members in the same household (over 16 years of age) and a Wellbeing Centre and recognition scheme.
- Generous holiday entitlements
- Life assurance scheme
- Clear Policies and Procedures
- Access to the Internet for personal use at designated times
- Training & Development Opportunities
- Access to Complementary Therapies
- Occupational Health Service
- Annual flu vaccination
- Cycle to work scheme and bike racks available
- Staff changing areas, lockers and modern shower facilities.
- NHS Benefits Scheme – working in conjunction with York Hospital
- Appraisal through annual performance reviews
- Opportunities to help with fundraising
- Induction Programme
- Peer, mentor, line manager and a wide range of other support Staff Engagement Group – we have an internal group for staff consultation and communication on all key areas of the organisation.

\* the above list is not exhaustive, may not be available to all staff, and may be amended or changed without notice.

**COVID-19**

Please note as an employer and a health care provider we take the matter of providing a safe working environment very seriously. Throughout the COVID pandemic we have remained vigilant to managing all risks and are committed to complying with Public Health England guidance and the Government guidance on working safely through COVID-19 in full. We have involved our staff in seeing their input, ideas and feedback in making adjustments to our workplace and keep this under regular review.

**Period of Notice:** Three months.

**Probation Period:** Six months.

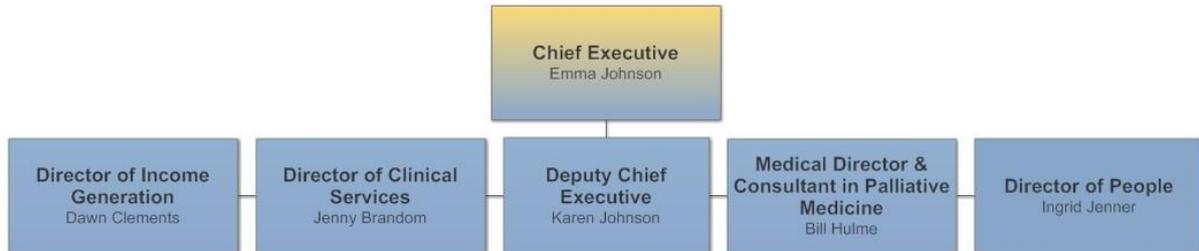
**Offer of Employment:** Any offer of employment following interview is made subject to:

- Receipt of satisfactory references to a standard deemed acceptable by the Hospice.
- Completion of all required documentation.
- Photographic passport and driving licence evidence.
- Disclosure & Barring checks.
- Evidence of qualifications.
- Evidence of the right to work and reside in the UK.
- Medical Clearance from Occupational Health.
- Satisfactory bank details to enable a bank transfer for salary purposes.
- A formal 'offer letter' being issued.

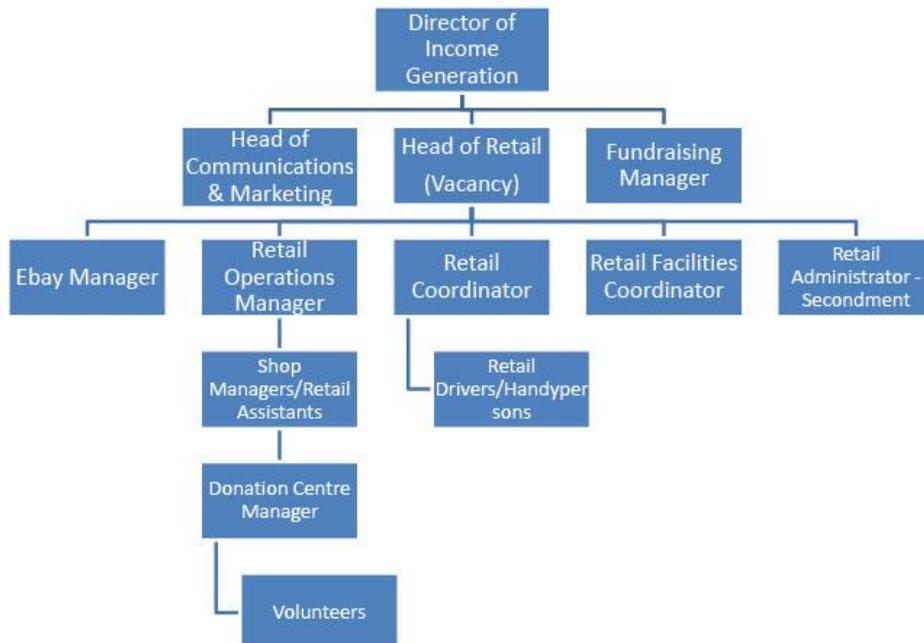
*Any of the above details or conditions may change without notice. Please check details with the Human Resources Manager if successfully appointed to the post.*

## ORGANISATIONAL CHARTS

### Senior Management Team



### RETAIL DEPARTMENT



## LIVING IN YORK and NORTH YORKSHIRE

### The City of York

York is a beautiful Historic City, often known as the 'Railway Capital' or the 'Chocolate City' and boasts city walls of 2.5 miles in length. Many of the traditional industries have moved away making tourism the largest industry with over 6.9 million people visiting the City each year, spending a total of £564 million. During the past five years, the total number of visitors has gone up by nearly 500,000 and the amount spent in the local economy increased by more than £100 million.

The City has a unitary local authority, the City of York Council. It has joint responsibility with North Yorkshire County Council for the provision of the Police and Fire Services. The two councils together with many district councils are now working more closely together in a number of areas and especially with the health and social care agenda.

The 'City' has a population of 209,000, with 4.5 million people living with 1 hour of the City. It is compact and vibrant dominated by The Minister and other historic buildings and places of interest. York is very pedestrian and cyclist friendly. It has a busy shopping centre, many cultural activities, an active nightlife, good theatres & cinemas, leisure facilities, fitness clubs and golf courses plus a wealth of excellent restaurants. The Barbican Centre is the main entertainment venue for the City.

We are proud that York was voted the best place to live in Britain in the Sunday Times survey in 2018.

### North Yorkshire

North Yorkshire is a county of beauty and contrast. Together with York it is one of the safest places to live in the UK. North Yorkshire covers 3,000 square miles of mainly rural areas and has a population of 604,900.

North Yorkshire surrounds the City of York. To the West is the Spa Town of Harrogate, Skipton with its waterways and the Yorkshire Dales National Park. To the North is Richmond a historic market town, Stokesley, the county town of Northallerton and the North York Moors together with the steam railway. The dramatic coastline in the East includes Scarborough, Whitby and Filey, where holiday makers and fish are in abundance. Finally, to the wild Yorkshire Wolds, and to the South, the market and ex mining district of Selby.

Each town, district and area has its own distinct identity. There are hundreds of places of interest to visit, National Trust properties, theme parks, working museums and gardens. For TV lovers the settings for Heartbeat, The Royal, James Herriot and Emmerdale are all within the area.

### Location

York and North Yorkshire are very close to the main road/motorway networks of the M1, A1, and M62 together with A64, A19 and A59.

York Station is on the East Coast Mainline. London (Kings Cross) can be reached in 2 hours.

Leeds Bradford International is the nearest airport approximately 1 hour from York with excellent national and international connections. Other local airports include Robin Hood at Doncaster, Durham Tees Valley in Teesside and Humberside in North Lincolnshire or Manchester Airport accessible by the train.

