**CONFIDENTIAL application form for**

**Relief Shop Manager**

**Why are we asking you to fill in a form, and why won’t we take CVs?**

Application forms allow us to ask every applicant for the same information. The questions and evidence we ask for are based on person specification in the role job description, and we select candidates for interview based on the examples and evidence you give us in this form. **The people who read your application will not see your name, age, gender, or any other personally identifiable information.**

**How to fill in this form**

Please complete all sections 1 to 4 as fully as possible. You must complete ALL questions in section 2 **and** the supporting statement to be considered for interview. To start typing in a box, click the grey highlighted area. All boxes will expand as you type. Click insert to add rows.

**Please let us know if you need this application form in a different format.**

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| **Section 1: Education and Employment History** |
| **Education (with establishments)** | **Academic qualifications** **(with subject and level obtained)** |
|       |       |
| **Professional qualifications: Qualification and where obtained** |
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| **Current or most recent employment** |
| **Employer’s name and address** | **Post and duties** | **From**  | **To** |
|       |       |       |       |
| **Period of notice required from current employment** |
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| **Previous employment (most recent first)** |
| **Employer’s name and address** | **Post and duties**  | **From**  | **To** |
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| **Section 2: Essential Criteria. Please complete EVERY question**  |
| ***EXAMPLE:*  Tell us about a time when you have recruited and managed staff** |
| *As a shop manager, I was responsible for recruiting all the retail staff alongside my area manager at XXX. We interviewed applicants and then I planned and set up their induction, based on the company’s induction templates. I enjoy managing staff and getting to know what makes them tick. There I managed to motivate temporary staff at Christmas to reach their sales targets by understanding their ‘’why’ – why they wanted the extra work and then making keeping tally of how near they were to their target. We exceeded our sales target that year!* |
| **Tell us about a time when you or your team provided exceptional customer service and why it was exceptional** |
|       |
| **Tell us about a time when you have been responsible for cash handling / administrative duties and how you ensured this was completed accurately** |
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| **Give us an example of when you have used organisational skills at work and why this was important for the role** |
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| **Tell us about a time when you have worked independently, what was important to being successful and what you achieved** |
|       |
| **Tell us about a time when you had to remain calm and professional in challenging circumstances and what did you do to manage the situation?** |
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| **Flexible to change work location at short notice?**  | Yes/No |
| **Working hours as required in the working pattern of the role?**  | Yes/No |
| **Full UK Driving Licence and access to vehicle?** | Yes/No |
| **GCSE English and Mathematics (or equivalent)** | Please list in the qualifications section above. Proof of qualifications may be requested on appointment. |

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| **Supporting statement: Please tell us why you want this job** |
| Please include why you are interested in **supporting the work of Sobell House Hospice Charity**, our mission, vision and values |

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| **Section 3: Desirable Criteria (fill in if you have evidence)** |
| **Tell us about your experience of working in a retail or multi-site environment** |
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| **Tell us about your experience of working with volunteers** |
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| **Tell us about your experience of working with Gift Aid** |
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| **Tell us about your ability to use IT / Microsoft Office** |
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| **What knowledge do you have of Health and Safety in the workplace?** |
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**See next page for contact details and references**

**If you are submitting a hard copy application form, please ensure the details below are on a separate page to the rest of your form.**

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| **Section 4 – Contact Details and References** |
| **Contact details**Name:      Address:       Email Address:      Contact telephone number:       |
| **Referees**Please give the name and addresses of two other referees (who should not be related to you) who can provide information about your professional career. |
| **First referee**Name:      Address:      Telephone:      Email:       | **Second referee**Name:      Address:      Telephone:      Email:       |
| **Declaration:** I confirm that to the best of my knowledge, the information in this form is true and correct and can be treated as part of any subsequent Contract of Employment. I accept that providing deliberately false information could result in my dismissal. I confirm that I have the right to work in the UK and understand that I will be asked to bring original documents to prove this right if I am called for interview.Signed       Date       |

**Recruitment timeline: applications will be reviewed on a rolling basis and interviews will commence shortly after shortlisting with a view to start the role as soon as possible until the vacancy has been successfully filled. Once we have an appointable candidate, the advert will close.**

**Please email your completed application forms and rehabilitation of offenders form to** **recruitment@sobellhospice.org****. Alternatively, place your completed forms into a sealed envelope and drop them in to your local Sobell Hospice shop.**

**Please tell us if you need us to make adjustments to help you attend the interview. We will pay reasonable expenses (capped at £50) where interviews are held face-to-face.**

**Information on documents to bring for right to work checks:** <https://www.gov.uk/government/publications/right-to-work-checklist/employers-right-to-work-checklist-accessible-version>