



Investing in the next generation

The Saltpot, The Green, Swanwick,
Alfreton, Derbyshire DE55 1BL

APPLICANT PACK:

Retail People Manager

July 2024



Registered Charity
Number 1123173

Company Registration
Number 05558271

www.valleycids.co.uk

info@valleycids.co.uk

01773 609603

/ ValleyCIDS
 @ValleyCIDS



Investing in the next generation

The Saltpot, The Green, Swanwick,
Alfreton, Derbyshire DE55 1BL

From the CEO

I am delighted that you are interested in the role of Retail People Manager with Valley CiDS, and I hope that as you read this applicant pack you will get a clearer sense of who we are and what the role entails.



People and values are at the heart of who we are and what we do as charity, and guided by our core values of Hope, Compassion, Belonging and Inclusion, we believe that everyone has a role to play in fulfilling our mission of 'Investing in the Next Generation' By joining us, you too, could play an important part in helping us to make a positive difference in the lives of children, young people and families through our many projects and initiatives.

I hope that you will be both informed and inspired by what you read and that you will consider joining our growing and dedicated team.

Ian Tannahill – Chief Executive

About Valley CiDS

Valley CiDS is an independent Christian charity based throughout Derbyshire and Nottinghamshire. As a local charity, we are dedicated to supporting communities by investing in the next generation and raising income to support our work through our growing retail portfolio of Lighthouse Charity Shops.

Valley CiDS was launched in 2000 by a group of Christians with a passion to serve, inspire and equip children, young people, and families to develop their full potential in society today. For 24 years, our vision and impact has steadily grown and evolved. From modest, yet ambitious, beginnings in 2000, Valley CiDS has become a well-established and respected charity supporting children, young people and families across Derbyshire and Nottinghamshire.

Our Mission & Values: - 'Investing in the next generation'

“To build and strengthen community through serving, inspiring and equipping children, young people and families to develop their full potential in society today.”



Registered Charity
Number 1123173

Company Registration
Number 05558271

www.valleycids.co.uk

info@valleycids.co.uk

01773 609603



/ ValleyCIDS

@ValleyCIDS



Investing in the next generation

The Saltpot, The Green, Swanwick,
Alfreton, Derbyshire DE55 1BL

Valley CIDS was born out of a passionate belief that by ‘investing in the next generation’ we can make a positive difference to the lives of children and young people and their families. An investment of time, energy and money sets in place strong foundations giving children the best possible chance in life.

Our values of hope, compassion, belonging, and inclusion embody our overall vision for the future and what we aspire to in all aspects of our work.

As a Christian organisation, Valley CIDS believes that the successful delivery of its mission happens when people feel they belong and have a purpose, and where an inclusive community and family atmosphere is fostered.

Valley CIDS has developed into an extended family of projects and initiatives, which together enable us to effectively achieve our charitable objectives.

A brief overview of our work



Our growing portfolios of Lighthouse Charity Shops provide our main source of revenue to enable the delivery of our work with children, young people, and families. We are currently operating 34 shops throughout Derbyshire and Nottinghamshire, together with ‘Lighthouse Online’, our Ecommerce site. In

addition to generating our core revenue, our charity shops are places of friendship, goodwill, and support in their own right, with a valuable contribution to make to the local communities in which they are placed. They also serve as an important reminder of the importance of promoting sustainability through the reuse of pre-loved goods.

Established in 2007, Blend Youth Project represents the youth provision of Valley CIDS. Working across both Derbyshire and Nottinghamshire, we provide a range of youth work activities, support services and education provision for young people in their local communities, with the purpose of creating safe spaces for young people to build new friendships, gain new skills, and to access valuable signposting and support services. We believe passionately in positively affecting the life paths of these young people, promoting their well-being, and enhancing their life chances.



Registered Charity
Number 1123173

Company Registration
Number 05558271

www.valleycids.co.uk

info@valleycids.co.uk

01773 609603



/ ValleyCIDS

@ValleyCIDS



Investing in the next generation

The Saltpot, The Green, Swanwick,
Alfreton, Derbyshire DE55 1BL

Working across 17 locations in Derbyshire and Nottinghamshire, and engaging with approximately 600 young people each week, we deliver community-based youth provision in areas of Amber Valley, Erewash, Chesterfield, Derbyshire Dales and North East Derbyshire, adopting a mixed delivery model of centre-based, street-based and project-based delivery. This includes the use of our own integrated youth hubs in Ripley, Heanor, and in Chesterfield town centre.

Blend Youth Project not only works with young people within their communities but is also an established Alternative Education provider, offering education and training opportunities from our integrated youth hubs and two vocational training sites for young people who may be disengaged with learning or struggling to access mainstream education. During the past year we have supported 56 students and worked with 30 referring schools from across Derbyshire and Nottinghamshire. Students are offered bespoke learning experiences with access to a range of accreditations and qualifications designed to promote their personal development and educational attainment. There are also a range of vocational learning programmes on offer, and these include animal care, horticulture, woodcraft, construction, and cycle maintenance.



Valley CIDS children's work began in 2000 and over the years has expanded and flourished. The Quest team has an established and growing outreach with children and young people in over 80 schools plus a number of churches. Our work is focussed on three key areas:

- Enriching religious education in schools through collective worship/school assemblies, RE lessons/workshops and lunchtime clubs.
- Facilitating relevant & creative opportunities for children & young people to explore the Christian faith.
- Supporting churches in their mission and outreach with children & families.

Our 'Out of School Club' provision offers quality childcare before and after school within a safe and caring environment. Children are made to feel welcome, have fun, make friends, and are offered healthy meals by qualified staff. All our out of school clubs are Ofsted registered. Stimulating activities include games, creative play, and craftwork.



Registered Charity
Number 1123173

Company Registration
Number 05558271

www.valleycids.co.uk

info@valleycids.co.uk

01773 609603



/ ValleyCIDS

@ValleyCIDS



Investing in the next generation

The Saltpot, The Green, Swanwick,
Alfreton, Derbyshire DE55 1BL



The Turner Farm Project entails the development of a 48-acre farm on the outskirts of Swanwick. The farm is part of an endowment trust, the Turner educational charity, and was originally established in 1740 to provide education for poor & disadvantaged children of the locality. It comprises a cottage, farmhouse, and outbuildings together with 48 acres of agricultural land. The site has undergone extensive redevelopment and now functions as a vocational learning site for young people on our alternative education programmes, offering a range of qualifications and learning pathways for young people disengaged from or facing barriers to mainstream education. It is also home to the Swanwick Men's Shed project.

Swanwick Men's Shed is an exciting project aimed at building community and camaraderie at Turners Farm Project for men and women that want to put their handy skills to use. The group helps Valley CiDS rejuvenate the farm and recycle old materials whilst also working with other community groups in the area. It has fast become a safe place to be for those with spare time on their hands, that want to be part of a community group whilst having a purpose and aim to help others, and in the process release their own potential.



Based in Swanwick, the Saltpot Community Café offers a warm welcome and a delicious menu of hot & cold food to customers old and new. It has become a valuable place of friendship, hospitality, and support for many in the local community.

To find out more about our work, please visit our website & download our latest Impact Report: - <https://www.valleyCIDS.co.uk/impact-report/>



Registered Charity
Number 1123173

Company Registration
Number 05558271

www.valleycids.co.uk

info@valleycids.co.uk

01773 609603

/ ValleyCIDS
 @ValleyCIDS



Retail People Manager

Responsible to: Director of Retail

Rate of Pay: £26,500 - £28,500

Working Hours: 37.5 hours per week Monday to Sunday (5 days) acting as an emergency contact on a rota basis one weekend in four.

Work Base: Riddings, Derbyshire

Job Context

The Lighthouse retail portfolio prides itself on innovation and creativity, offering the sale of preloved goods in an array of shops within local communities. Lighthouse retail has 34 stores across Derbyshire and Nottinghamshire run by paid staff and volunteers. Our retail vision revolves around 'The People' within the organisation with a view to invest and develop to reach our fullest potential.

The People Manager will be responsible for overseeing the staffing across each one of our stores, ensuring that shops are fully staffed day to day. They will need a practical and engaging approach to enable staff to thrive in their roles and feel supported to meet the charity's vision and mission. They will work alongside the rest of the retail team ensuring the aims and objectives of the people strategy are achieved.

Key Tasks & Responsibilities

People Management

- Be responsible and accountable for the day-to-day operations relating to the people side of retail.
- Ensure the shop team and volunteer relationship is a professional and successful one
- Act as the first point of contact for the volunteer administrator in relation to volunteering matters and queries for retail.
- Effectively communicate any relevant information to all shop teams regarding updates, charity activities, incentives, and performance.
- Work closely with management and employees to embed changes and ensure solutions are realistic and sustainable.
- Be able to work closely with the retail management team including the retail sales manager to ensure the people side of the charity is not impacting sales.
- Overseeing the retail portfolio sickness and absence management including allocation and approval of annual leave throughout the year, forward planning contingency strategies ensuring shops are covered all the time even at short notice. Ensuring staffing hours do not exceed there're banding allocation.
- Be competent in assisting with grievances, supporting with investigations and assisting with disciplinarys.



Registered Charity
Number 1123173

Company Registration
Number 05558271



Investing in the next generation

The Saltpot, The Green, Swanwick,
Alfreton, Derbyshire DE55 1BL

- Act as deputy safeguarding lead as and when required. Be able to act in an advisory capacity demonstrating a higher level of experience and understanding when dealing with safeguarding issues that arise.
- Be responsible for overseeing and leading with probation placements across our retail sites, acting as point of contact and ensuring that the relevant paperwork is up to date including the risk assessments for each placement.

People Development

- Ability to mentor and support staff through regular one to ones ensuring that they feel fully equipped to achieve optimum success in their work.
- Collaboratively with the HR team review and update the volunteer induction and training programme ensuring all aspects are relevant to the retail portfolio.
- Support staff with capability and performance issues including the management of their own staff issues such as, sickness, disciplinary, grievances and concerns through probation periods.
- Work closely with the retail management team on the delivery of innovative and interactive internal and external training to help staff develop their skill sets and achieve career satisfaction.

Recruitment & Onboarding

- Work closely with HR developing and implementing strategies to improve recruitment, attracting suitable staff, and retaining them.
- Ensure suitable and sufficient coverage of volunteer support in the retail portfolio.
- Lead on the recruitment of new staff members, being able to assist shop managers in developing better teams and building strong foundations in line with the people strategy and recruitment and selection policy.
- Ensure that new staff members are fully trained and placed in a suitable training store.
- Monitor and track performance throughout staff probation periods alongside the retail sales manager.

Policy & Procedure

- Ensure that all Valley CIDS policies and procedures are correctly implemented and fully adhered to.
- Assist with the development and review of retail policies & procedures as and when required.

Administration

- Ensure all communications and instructions from Head Office are actioned and passed on to all members of the team.
- To be responsible and accountable for efficient use of your time through completion and management of online calendar.
- Demonstrate excellent competency using IT equipment daily.



Registered Charity
Number 1123173

Company Registration
Number 05558271

www.valleycids.co.uk

info@valleycids.co.uk

01773 609603



/ ValleyCIDS

@ ValleyCIDS



Investing in the next generation

The Saltpot, The Green, Swanwick,
Alfreton, Derbyshire DE55 1BL

Training & Development

- To attend regular supervision sessions with your Line Manager
- To undertake training and development opportunities as agreed with your Line Manager.

As part of the wider Valley CIDS Workforce

- To always uphold and promote the ethos and values of Valley CIDS.
- To develop a good knowledge of the wider context of Valley CIDS projects & services.
- To be involved in Valley CIDS fundraising & promotional events.
- To carry out other reasonable duties and responsibilities appropriate to the level of the post.

Person Specification

Characteristics & Values

- Can embrace fully the ethos, vision and values of Valley CIDS
- Highly motivated, innovative and resourceful and has the ability to motivate others.
- Self-motivated with the ability to use own initiative
- Ability to work effectively under pressure
- Well organized and able to work effectively alone or as part of a team.

Skills

- Excellent interpersonal skills with the ability to communicate effectively at all levels
- Ability to adapt and implement change with a flexible and proactive attitude
- Strong organisational and planning skills with the ability to prioritise time and tasks effectively
- Excellent people management and leadership skills with a proven track record of developing and motivating teams
- Excellent analytical, numerical and reporting skills
- Excellent ICT skills – competent in the use of online diaries and Microsoft Office Suite

Experience

- Proven track record and at least 2 years managing in a similar setting
- Experience of leading and managing teams and implementing performance management reviews

Qualifications & Training

- Qualification or training in a relevant field is desirable.
- A willingness to undertake further training & CPD opportunities.

Other Requirements

- Full driving licence and use of a business insured vehicle during working hours
- Eligible to work in the UK



Registered Charity
Number 1123173

Company Registration
Number 05558271

www.valleycids.co.uk

info@valleycids.co.uk

01773 609603

/ ValleyCIDS
 @ValleyCIDS