

Please complete and return this application form to:
<b>The Monitoring Officer, Concern Worldwide, 47 Frederick Street, Belfast, BT1 2LW</b>
<b>OR upload to the relevant job application on <a href="http://www.concern.net/jobs">www.concern.net/jobs</a></b>
<b>OR email to <a href="mailto:ukhrenquiries@concern.net">ukhrenquiries@concern.net</a></b>
<b>Please note: CVs <u>will not</u> be accepted</b>

Information pack for candidates for the post of:  
**Shop Manager Concern Worldwide (Northern Ireland), Andersonstown Road, Belfast, BT11 9BT**

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 shortlisting 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 **25<sup>th</sup> July 2025**.
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

**Concern Worldwide**

**SECTION 1: BACKGROUND TO CONCERN WORLDWIDE (UK) AND THE POST OF Shop Manager**

## WHO WE ARE

We deliver life-saving and life-changing interventions to some of the world's poorest and most vulnerable people. From rapid emergency response to our innovative programming in health and nutrition, livelihoods and education, we go to the hardest to reach places to make sure that no-one is left behind.

Today we are a team of over 3,500 highly skilled and dedicated professionals from 50 countries who share an exceptional depth and diversity of experience.

Last year we reached 28.6 million people in 24 of the world's poorest countries

## OUR VISION FOR CHANGE

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, healthy and creative life; a world where everyone is treated with dignity and respect.

## OUR MISSION

Our mission is to permanently transform the lives of people living in extreme poverty, tackling its root causes and building resilience.

### Concern Charity Retail in Northern Ireland

There are currently eight Concern shops in Northern Ireland. Two of these are bookshops, one in Derry and the second in Holywood Co. Down. One is our newest retail format, our Concern Boutique on the Lisburn Road with an elevated customer experience and product offering. The remaining five are standard charity shops, situated in Ballycastle, Newcastle, Ormeau Road, Andersonstown Road and the Antrim Road in Belfast.

### Concern (NI) Shop Manager

As Shop Manager, you will have the opportunity to be part of a small, but dedicated and successful retail team. You will be a highly motivated self-starter who takes full ownership of your role. You will lead and support the Shop Volunteers in maximising the fundraising income for the shop. It will be your chance to demonstrate and further develop your existing strong commercial awareness, relationship management, sales and customer service skills.

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.

## SECTION 2: JOB DESCRIPTION

### Post Title:

**Shop Manager** (Full time - 35 hrs. per week. Flexibility required)

<b>Employer:</b>	Concern Worldwide (UK)
<b>Reports to:</b>	<b>Retail Development Manager</b>
<b>Direct reports:</b>	None Shop staff with supervisory responsibility of shop volunteers.
<b>Liaises with:</b>	Shop Committee Shop Volunteers Supporter Care team Community Fundraising team
<b>Based At:</b>	125 Andersonstown Road, Belfast, BT11 9BT
<b>Start date:</b>	As soon as possible following the 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 in maintaining links with the local community and generating 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, ensuring the shop is open and managed by the volunteer team in the manager's 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**

- Set exceptionally high standards of shop cleanliness, display and visual merchandising, including shop windows, while ensuring shop volunteer team take on similar tasks
- Establish and maintain efficient and commercially successful stock processing systems, including; pricing, quality standards, stock density and stock flow to the shop floor
- Plan and implement on-going and seasonal stock donation appeals to ensure high levels of good quality stock at all times

#### **Health and Safety, Compliance and Reporting**

- Assist the Retail Development Manager in ensuring volunteers are fully trained in all shop related policies and procedures and that relevant training records are kept up to date
- Provide a safe and healthy working environment and report any H&S issues to the Retail Development Manager
- Ensure compliance with all statutory requirements regarding donated stock

### **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

***This role 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: (GB3) £25,907 - £28,786 per annum.** A pension scheme is available.

This is a **permanent, full-time** post. The normal full-time working week is 35 hours.

The successful post holder will be required to complete a Basic AccessNI check and sign a criminal records self-declaration form.

It is the nature of this post that weekend working (Saturday).

Appointment will be subject to a **six-month** probationary period

### **Concern disclaimer**

#### **Safeguarding at Concern: Code of Conduct and its Associated Policies**

Concern has an organisational Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy. These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the highest standards in the day-to-day conduct in their workplace in accordance with Concern's core values and mission. Any candidate offered a job with Concern Worldwide will be expected to sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the safeguarding and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including criminal background checking.

#### **Equal Opportunities**

Concern Worldwide is an equal opportunities employer.

#### **Data Protection**

Information that you submit through this Site may be transferred to Concern offices outside of the European Economic Area. Concern respects your privacy, and has security procedures in place to protect your data at all times. Please see the links below leading to our Privacy Statement and Terms and Conditions for more details.

### **Your Personal Data – Fair Processing Notice**

During this job application, you will provide Concern with your personal data. Concern takes its responsibilities towards this personal data very seriously and is committed to complying with all relevant data protection legislation. Concern uses this information to consider your suitability for this position and may contact you to call you for an interview. Your data may be shared internally to consider this application. Concern will not use your data for any purpose other than assessing your suitability for filling a vacancy with Concern. If Concern determines you are not best suited to the role you have applied for, but there is another role which may interest you, Concern may contact you in relation to that role. If you do not want Concern to contact you in relation to other roles please let us know. Concern will store your data securely. Your Concern applicant profile will be deleted automatically after 18 months of inactivity. You may request Concern delete your profile at any time by contacting your recruitment contact person or [dpo@concern.net](mailto:dpo@concern.net)

You have the right to access data held by Concern about you at any time. Under certain circumstances, you have the right to have all data held by Concern about you erased. You have the right to have incorrect or incomplete data rectified and to have processing restricted. You have the right to complain to the Office of the Data Protection Commissioner if you feel Concern has acted inappropriately in relation to the collection or processing of your personal data. For more information in exercising these rights please contact your HR focal person or [dpo@concern.net](mailto:dpo@concern.net).

If you are not satisfied that the processing of your personal data above be carried out by Concern, please do not apply for this position.

### **Submitting an Application**

By submitting an application to Concern via this Site, you thereby certify that you have not knowingly withheld any information that might adversely affect your chances for employment and that the information you have provided is, to the best of your knowledge, true, complete and accurate. You further certify that you have personally completed any application submitted in your name. You understand that any omission or misstatement of material fact on any application or on any document used to secure employment shall be grounds for rejection of such application or for immediate discharge if you are employed, regardless of the time elapsed before discovery

Concern does not guarantee the availability of any job advertised on the Site and will not be responsible should Concern have filled a vacancy at any time prior to the removal of the advertisement from the Site.

### **Policy on Preventing Diversion of Organisational Resources**

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 watch lists of suspected terrorists maintained by international organisations. These include:

- 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)

In some circumstances, an offer of employment (either paid or voluntary) with Concern Worldwide will only be made once a clearance check against these lists has been conducted. Any such checks will be done in full compliance with the appropriate Data Protection legislation. For additional information please consult our web site or contact the Human Resource Division in our Head Office. By submitting a formal application to Concern for paid or voluntary employment, you agree to Concern carrying out a clearance check as outlined above. Please be aware that Concern will not proceed with your application should your name appear on any of the aforementioned lists.

In certain circumstances, donors may request that personal data relating to employees to work on the activities that they fund be provided directly to them - so that they can perform their own counter terrorism checks. This may involve transferring some basic personal data outside the EEA. It will be a condition of your employment contract that Concern be allowed to share this information with institutional donors for these purposes. Concern will ensure that the institutional donor has appropriate safeguards are in place to protect your data from unauthorized access or use. Concern will not comply with such requests without first seeking the employees' agreement. Where such agreement is withheld, Concern may however not be able to employ (or continue to employ), the individual concerned.

For additional information please consult our web site or contact the Human Resource Division in our Head Office. You have certain rights under data protection legislation. For more information on how to exercise those rights please visit <https://www.concern.org.uk/privacy-statement>

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

### SECTION 3: ESSENTIAL SHORT-LISTING CRITERIA

1. Experience in retail management to include:
  - Achieving and exceeding targets through commercial awareness and business acumen
  - Management of staff/volunteers
  - Delivery of excellent customer service
  - Experience of stock management and replenishment
2. Proven track record of leading and working successfully in a diverse staff and/or volunteer team
3. Knowledge and skills to include:
  - Good interpersonal skills
  - Ability to communicate effectively with customers, donors and volunteers
  - Able to use own initiative, effectively organise and plan
  - Good written and numeric skills
  - Cash handling/banking
  - Good IT skills
4. Flexible approach to working hours and days including weekends and Bank Holidays as appropriate and when required.

### 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 shortlisting purposes.

**Enhanced criteria:** *Experience in Charity Retail shop management*

For example, if a prohibitively high number of candidates meet the minimum shortlisting 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.

### SECTION 4: VACANCY APPLICATION 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

<b>Post Applied for:</b>	
<b>Reference:</b>	
<b>Closing Date:</b>	
<b>Where did you see post advertised?</b>	

#### PERSONAL INFORMATION

<b>Family Name:</b>			
<b>Forename(s):</b>			
<b>Address:</b>			
		<b>Postcode:</b>	
<b>Day Tel:</b>			
<b>Evening Tel:</b>			
<b>Mobile Tel:</b>			
<b>Email:</b>			
<b>National Insurance No:</b>			

#### QUALIFICATIONS AND TRAINING

Type of Exam (GCSE, NVQ, A Level, Degree etc.)	Subject	Grade / Result




## 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:			

### 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:			

## 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.			
<b>First Referee:</b>		<b>Second Referee:</b>	
<b>Name:</b>		<b>Name:</b>	
<b>Address:</b>		<b>Address:</b>	
<b>Postcode:</b>		<b>Postcode:</b>	
<b>Tel:</b>		<b>Tel:</b>	
<b>Email:</b>		<b>Email:</b>	
<b>Occupation:</b>		<b>Occupation:</b>	
<b>Relationship to you:</b>		<b>Relationship to you:</b>	
<b>DECLARATION</b>			
<p>I declare that the information on this form and any attachments is correct and complete.</p> <p>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.</p>			
<b>Signature:</b>		<b>Date:</b>	

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

## 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:

1. Tell us about your experience working in retail and share any examples of how you've met or exceed targets, improve sales, and ensured a successful team performance.

--

**(Max 400 words)**

- |  |
|--|
| 2. Describe your experience of stock management and replenishment and how you would manage this. |
|--|

--

**(Max 400 words)**

- |   |
|---|
| 3. Outline any experience you have of managing staff and volunteers and how you would motive and keep them engaged. |
|---|

--

**(Max 400 words)**

- |  |
|--|
| 4. Give an example of how you effectively communicate with customers, donors and volunteers and how you ensure delivery of excellent customer service. |
|--|

--

--

(Max 400 words)

- |   |
|---|
| 5. This role requires a flexible approach to working hours and days including weekends and Bank Holidays as appropriate and when required, please confirm that you are happy with this?<br><b>Yes/No?</b> |
|   |

<ul style="list-style-type: none"><li>• <b>Enhanced criteria:</b></li></ul>
Describe your experience in charity retail management

(Max 400 words)

**SECTION 6: EQUAL OPPORTUNITY RECRUITMENT MONITORING FORM: SM-BEL: 21**

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.

The information collected will be used for monitoring purposes under the terms of the Data Protection Act 1998.

**Introduction:**

We monitor the community background and sex of our job applicants and employees in order to demonstrate our commitment to promoting equality of opportunity in employment and to comply with our duties under the Fair Employment & Treatment (NI) Order 1998.

You are not obliged to answer the questions on this form and you will not suffer any penalty if you choose not to do so. Nevertheless, we encourage you to answer these questions. Your answers will be used by us to prepare and submit a monitoring return to the Equality Commission, but your identity will be kept anonymous. In all other regards your answers will be treated with the strictest confidence. We assure you that your answers will not be used by us to make any decisions affecting you, whether in a recruitment exercise or during the course of any employment with us.

Community Background:

Regardless of whether they actually practice a religion, most people in Northern Ireland are perceived to be members of either the Protestant or Roman Catholic communities.

Please indicate the community to which you belong by ticking the appropriate box below:

I am a member of the Protestant community:

☐

I am a member of the Roman Catholic community:

☐

I am not a member of either the Protestant or the Roman Catholic communities:

☐

If you do not answer the above question, we are encouraged to use the residuary method of making a determination, which means that we can make a determination as to your community background on the basis of the personal information supplied by you in your application form/personnel file.

Sex: Please indicate your sex by ticking the appropriate box below:

Male:

☐

Female:

☐

Note: If you answer this questionnaire you are obliged to do so truthfully as it is a criminal offence under the Fair Employment (Monitoring) Regulations (NI) 1999 to knowingly give false answers to these questions.

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

## 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: 25<sup>th</sup> July 2025.**

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

***Due to the urgency of filling this position, Concern reserves the right to close the recruitment activity earlier if we have received applications, which match the role. We encourage you to apply as soon as possible to avoid a potentially earlier closing date.***

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

Concern Worldwide  
47 Frederick Street  
Belfast  
BT1 2LW  
Telephone: 028 9033 1100