

each

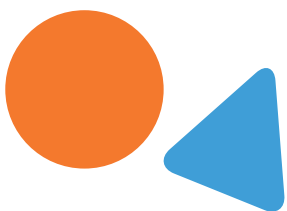
East Anglia's
Children's Hospices



Applicant pack

Retail

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We invest in people Standard

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Letter from our CEO

Dear Applicant,

Thank you for your interest in this hugely important role with East Anglia's Children's Hospices (EACH).

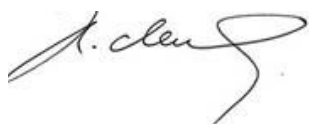
At EACH we care for babies, children and young people with life-threatening conditions and support their families, offering a range of services across Cambridgeshire, Essex, Norfolk and Suffolk. Our family-centred approach includes end of life care, specialist symptom management, short breaks, wellbeing activities, mental health therapies, counselling and volunteer services in the family home, meeting needs of the child and all the family. For families, including those who have been bereaved, we are able to give them the best in the worst possible situation.

We have three hospices - Milton in Cambridge, The Nook in Norwich and The Treehouse in Ipswich. We offer care and support in the hospice, in the family home and the community. EACH is accredited by Investors in People and has a diverse workforce of over 400 employees and 50 bank staff predominantly employed across three hospice locations, nearly 50 retail outlets and a central services team based at Milton in Cambridgeshire. All our employees, both care and professional services, play a big part in making a difference to the lives of families at a time when they need it most.

If you would like to join our wonderfully dedicated team and have the skills, passion and experience, we would very much welcome an application from you.

Thank you once again for your interest in EACH - and good luck!

Yours faithfully,



Kevin Clements
Chief Executive

Amari's story

Whilst still in the womb Amari was diagnosed with Edwards Syndrome. Since birth she has lived with many complex health conditions including a hole in her heart, cysts on the brain, delayed mental development, poor muscle strength and oral feeding problems.

Amanda, Amari's mum. "Just knowing EACH is still there and willing to help and support us is another important comfort. This journey is difficult and uncertain, and what EACH provides is some form of certainty in the guidance and support they provide to families facing the loss of a child."

[Read Amari's story here](#)



Who are we - Retail

EACH is on a mission to be the most loved charity shop in our community. We think our 47 shops (and growing) are some of the best in East Anglia and our online presence is similarly impressive – Our Style with EACH brand recently won the Third Sector Award's 'Best use of social media' 2022. Our shops and online platforms play a vital role in raising essential funds for children and families at a time they need it most. Join a friendly team that makes a real difference in people's lives.

Within our retail department we have a structured, competency based development tool, focused on supporting individual employees to develop confidence and skills in all areas of their role, including online, internal and external training.

If you are looking to develop your career within our retail team there is a clear path to suit your goals across our shops, retail distribution centre and online platforms.



We need to raise
£8.7 million
from our retail operation
every year to keep our
hospices running

53

retail shops
across
East Anglia

More than
1/3rd
of our income
comes from
retail & trading

Growing online
offering on eBay,
Amazon,
ASOS marketing
place
and Vinted

Supported by
1,300
volunteers

All items
donated are
turned into
charity funding



Award winning team!

Discover more about EACH
and our vision to lead the way
in children's hospice care in
our four year strategy.

[View it here](#)

We raise
nearly
£700K
in Gift Aid
from our retail
operation

Sustainable
online fashion
range
Style with EACH

**STYLE WITH
each**

Fashion that doesn't cost the earth



Benefits of working for EACH

- Enhanced annual leave entitlement - 27 days plus eight bank holidays
- Additional holiday purchase scheme
- AVIVA pension package – up to 7% employer contribution including life assurance
- Enhanced maternity and paternity leave
- Flexible working opportunities

Free eye tests
and discounts for
VDU users

Specsavers Corporate eyecare

Cycle to work
scheme



Free
onsite
parking -
depending on
location

Employee Assistance
Programme – work
and personal life
support

health assured

Hybrid working
- depending
on role

Long service
recognition and
additional
holiday at 5 and
10 years

Personal
development
via competency
framework and
training

Blue Light Card

charityworkerdiscounts

Charity Worker
Discount Card



Meet the Team

What is it like to work in Retail?



Meet Retail Relief Manager
April Blane



Meet Deputy Shop Manager
Lee William

"It was a charity I knew well and that helped me feel connected from the start. To now work for it is an amazing feeling and I definitely feel I've found my place, working in this environment."

"EACH is a perfect fit, because it gives me an opportunity to help other parents experiencing something similar to me." Lee has a deep connection with EACH and is always prepared to go the extra mile.

Click above to hear a little bit more about why April and Lee enjoy working for EACH.



EACH Milton

Our hospice in Cambridgeshire



The Treehouse

Our hospice in Suffolk



The Nook

Our hospice in Norfolk

Take a tour of our hospices

Our Vision, Mission & Values

Our Vision

We aspire daily to lead the way in providing world-class care for children with life-threatening conditions. Every child deserves support, alongside their families, whenever and wherever they need it.

Our Mission

To improve the quality of life and wellbeing of every child and family under our care, by providing individual and comprehensive services at all times.

Our Values

Empathy and understanding

Understanding the views and feelings of others is central to our work relationships and how we interact daily.

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

Open and respectful

We operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour, and hold ourselves accountable for maintaining a positive and considerate work environment.

Make it happen

We are empowered to take responsibility for getting things done.

How to apply:

www.each.org.uk/jobs

Get in touch:

hrinbox@each.org.uk

Sign up for our vacancies e-bulletin
to get regular updates on your
preferred roles.

Sign up today



**Vacancy
update**