

Role Profile

Details

Job title: Charity Shop Manager

Reporting to: Retail Operations Manager

Location: Malton, with occasional travel to other locations in Yorkshire

Hours: Full time, 37 hours

Overall purpose of the role

The Shop Manager leads a team of volunteers to:

- Raise funds to invest in achieving the charity's strategic goal to save 2,000 lives each year within Yorkshire. The charity is a leading funder of cancer research in the region and has a track record of supporting ground-breaking projects and clinical trials to help prevent cancer and increase survival.
- Portray the charity as a professional, credible brand which acts with integrity.
- Provide excellent customer service, ensuring volunteers, donors and customers know how their contribution is helping the people of Yorkshire.

Key responsibilities

Operational Duties

- Play an active part in running our newly opened shop in Malton, implementing processes and ways of working.
- Manage the efficient and effective day-to-day operation of the shop.
- Ensure the shop is presented to the highest standards with attractive visual merchandising and attractive window displays.
- Manage and be accountable for implementing and complying with agreed shop operating policy and standards including Health and Safety and Trading Standards.
- Properly dispose of all unsaleable items and recycle goods using approved dealer services.
- Maximise the income and profit of the shop through active stock management, replenishment and rotation.
- Implement all Yorkshire Cancer Research policies.
- Liaise with the Head Office about any potential media promotions, coverage, or publicity opportunities.

People Management Skills

- Manage a team of well-trained volunteers and take every effort to create a happy retail environment.
- Effectively recruit, train, and manage shop volunteers.

- Ensure there are sufficient volunteers to support the effective operation of the shop during all opening hours.
- Implement appropriate training and support for all volunteers to ensure they adhere to all guidelines and legislation including Health and Safety and GDPR.
- Ensure that all charity policies, shop standards and operating procedure are communicated effectively to all volunteers and are maintained and followed in a consistent manner.

Financial Procedures

- Ensure accurate accounting and handling of assets (items donated and money received).
- Ensure accurate record keeping of items donated and the amount paid for each item for Gift Aid tax reclaim purposes.
- Prepare and complete all shop administration including cash handling and banking functions to the highest standard, accurately and on time, always adhering to Charity policy and procedures.
- Review weekly sales figures and from these identify ways to maintain and maximise income. Display accessible results for volunteers.
- Authorise and administer Petty Cash claims where appropriate.

Customer Service

- Create a welcoming professional atmosphere and deliver high standards of customer service for all customers and supporters.
- Manage complaints effectively and efficiently, escalating to Head Office where they cannot be resolved at a local level.

Other Duties

- Provide cover for days off, holidays and sickness of the Shop Manager as required with possible occasional travel to other shops to provide support if needed by the charity.
- Observe and demonstrate the values of Yorkshire Cancer Research.
- Undertake additional or other duties outside the key job duties within the team and across the Charity, as the Charity may reasonably require.

Qualifications

- Ideally educated to A Level or equivalent but not essential.

Knowledge and experience

- Experience of managing people/volunteers including recruitment and development.
- Previous retail experience in charity sector or commercial sector is desirable.
- Experience of meeting and exceeding targets within a retail environment.

Skills and abilities

- Highly organised with good time management skills.
- Ability to prioritise workload and meet deadlines.
- Excellent communication and interpersonal skills.
- Ability to motivate self and others.

- Ability to use own initiative.
- Ability to work under pressure.
- Flexible attitude and adaptable to change.
- Demonstrably strong planning, guiding and motivation skills to successfully achieve targeted income is desirable.
- Good written and numeric skills are desirable.

Values and behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' included below).

Other requirements

- Proof of your eligibility to work in the UK.
- Professional qualification check and DBS check (to be undertaken once role is offered and accepted).

Our Values

Values	Behaviours to be demonstrated
DELIVER IMPACT	<p>Drive for results:</p> <p>Thinks analytically about Key Performance Indicators (KPIs) and how to achieve them.</p>
	<p>Efficiency:</p> <p>Understands the availability of resources, making and following plans to leverage these for best effect.</p> <p>Sets timescales and pushes to make things happen quickly and efficiently.</p>
HAVE INTEGRITY	<p>Honesty and respect:</p> <p>Earns the trust and respect of colleagues, business contacts and volunteers by being reliable and professional at all times.</p> <p>Represents Yorkshire Cancer Research values and behaviours through all contact with potential and existing suppliers.</p>
	<p>Courage and conviction:</p> <p>Is decisive in establishing clear priorities for self and team.</p> <p>Tough and resilient when dealing with change.</p>
CHAMPION EXPERTISE	<p>Continuous improvement and innovation:</p> <p>Uses data and facts – rather than anecdotes - to influence decision-making.</p> <p>Takes the initiative in identifying and embracing the opportunity for improvement and puts this firmly on the Yorkshire Cancer Research agenda.</p>
	<p>Governance / control:</p> <p>Contributes to the development of new processes and ways of working that address/meet relevant governance and control requirements.</p> <p>Follows the Charity’s ethical code of conduct and ensures suppliers do too.</p>
ONE TEAM	<p>Collaborative:</p> <p>Collaborates cross-functionally to facilitate high levels of organisational alignment.</p> <p>Develops and maintains a network of contacts outside and across Yorkshire Cancer Research.</p>
	<p>Leadership:</p> <p>Is a role model for Yorkshire Cancer Research values.</p> <p>Provides clear, consistent messages about the direction of Yorkshire Cancer Research.</p>

	<p>Actively supports change.</p> <p>Encourages and allows people to take responsibility and exercise initiative.</p>
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YORKSHIRE CANCER RESEACH

Job Applicant Privacy Notice

Data controller: Yorkshire Cancer Research (the Charity)

As part of any recruitment process, the Charity collects and processes personal data relating to job applicants. The Charity is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the Charity collect?

The Charity collects a range of information about you. This includes but is not limited to:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Charity collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The Charity will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The Charity will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

Why does the Charity process personal data?

The Charity needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the Charity needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The Charity has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Charity to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Charity may also need to process data from job applicants to respond to and defend against legal claims.

Where the Charity relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

The Charity processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Charity processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

The Charity is obliged to seek information about criminal convictions and offences. Where the Charity seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, the Charity will keep your personal data on file in case there are future employment opportunities for which you may be suited. The Charity will ask for your consent before it keeps your data for this purpose and you are free to withdraw your consent at any time.

Who has access to data?

Your information will be shared internally for the purposes of the recruitment process. This includes members of the HR and senior executive teams, interviewers involved in the recruitment process, managers in the Charity's team with the vacancy and IT staff if access to the data is necessary for the performance of their roles.

The Charity will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Charity will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The Charity will not transfer your data outside the European Economic Area.

How does the Charity protect data?

The Charity takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. The Charity has a Data Protection Policy and an ICT Acceptable Use Policy which apply to all its employees.

For how long does the Charity keep data?

If your application for employment is unsuccessful, the Charity will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the Charity will hold your data on file for a further period of 6 months for consideration for future employment opportunities. At the end of that period or once you withdraw your consent, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new employee privacy statement.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Charity to change incorrect or incomplete data;
- require the Charity to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Charity is relying on its legitimate interests as the legal ground for processing; and
- ask the Charity to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Charity's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the Charity's Company Secretary, Morgan Williams (morgan@ycr.org.uk)

You can make a subject access request by contacting the Company Secretary.

If you believe that the Charity has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the Charity during the recruitment process. However, if you do not provide the information, the Charity may not be able to process your application properly or at all.