

Role Profile

Details	
Job Title:	Centre Manager
Job Grade:	Manager
Reports to:	Head of Operations
Based in:	Harrogate, North Yorkshire
Hours:	Full time, 37 hours
Overall purpose	
<p>To lead a multiskilled team that delivers a consistently positive visitor experience at our flagship Yorkshire Cancer Research Centre at Hornbeam Park, Harrogate. This team provides a high level of customer service to the public across face-to-face interactions, email and telephone, while also creating a supportive working environment for employees and volunteers. This includes ensuring that the right resources, refreshments, and a clean, well-maintained workspace are always available.</p> <p>As part of the visitor experience, the Centre Manager is accountable for the safe and legally compliant operation of the Hornbeam Café and for ensuring it provides a comfortable and pleasant environment for customers. This includes managing the Café Manager and offering an appropriate balance of support and challenge in what is a high-activity, high-impact role.</p> <p>The Centre Manager is responsible for all health and safety elements within the Centre, including weekly fire alarm tests, routine checks and food preparation audits. The team also manages a range of consumables, so the role requires strong cost control, effective stock usage, and regular feedback on Yorkshire Cancer Research materials.</p> <p>This is an on-site, hands-on and demanding role, requiring someone who can remain calm under pressure and knows when to escalate issues. We need a proactive and well-organised individual with strong decision-making skills and the ability to communicate clearly, keeping key stakeholders updated on changes and developments.</p>	
Key responsibilities	
<p>The Centre Manager will be the key person for managing risk at the Centre.</p> <ul style="list-style-type: none"> • Ensure that all Health, Safety Fire and COSHH checks are carried out as required diligently, regularly and to the required standard. • Work closely with the Café Manager to maintain high standards of food safety through appropriate compliance adherence and regular audits. • Report any maintenance issues to facilities through the Yorkshire Cancer Research platform EVERY. • Role model engagement with compliance training ensuring all team members' training is up to date. • Act as a Fire Marshal when onsite. • Support on site security with robust job management processes. 	

- Be a key holder for the Centre, maintaining key management processes and overseeing the administration of pool car keys, lockers, for contractors, shredding units and so on.
- Audit contractor compliance delivery against scope or output matrices.

Build a Centre Support team that supports a positive visitor and work experience in a safe and welcoming environment.

- Role model Yorkshire Cancer Research values and behaviours, demonstrating an empowering and accountable way of working.
- Line manage a Café Manager and a team of Centre Support Assistants and ensure they offer a positive, professional and warm welcome to all visitors. Manage the Centre Support Assistants ensuring cover on the Welcome Desk across key operating hours.
- Develop a volunteer team with potential new role profiles to enhance the Centre Team.
- Ensure Café and Centre Support team members have completed all required compliance training.
- Maintain up to date standard operating procedures and guidelines for the team for efficiency and best practice.
- Collaborate with the team in maintenance of SOPS and ways of working, encouraging input into processes, systems and practices.
- Have weekly catch ups and monthly 121s with direct line reports as well as monthly team meetings that are inclusive and solution focused.
- Conduct recruitment processes when required and provide thorough induction and training for new recruits, ensuring new team members are well integrated into their roles and team.
- Meet jointly on a monthly basis with the Donation Centre, Shop and Café Managers to discuss any onsite issues, events, challenges or opportunities.

Support the positive representation of the Yorkshire Cancer Research brand through excellent presentation of the centre and welcoming atmosphere.

- Represent the Yorkshire Cancer Research brand positively, role modelling a professional appearance and presence in line with our values.
- Support the team to maintain high standards at the centre with and in the Welcome Area.
- Lead the team to provide visitors with up to date Yorkshire Cancer Research literature, offering the marketing team feedback on the documents provided.
- Lead the team to ensure all working spaces including, meeting rooms and the kitchen area are well stocked and maintained.
- Actively manage the third-party cleaning contractor to ensure that clinical cleanliness standards are reached in the Active Together fitness studios daily, and high standards of cleaning are maintained across all other areas.
- Lead the relationship with the on-site cleaning manager, ensuring that weekly, monthly and quarterly walkaround audits are completed with the cleaning contract manager, and next steps are documented and actioned.
- Manage Service Level Agreements or KPIs with any out sourced contractors or service providers.

- Provide excellent customer service to all visitors, overseeing the management of external visitors.

Manage costs to provide an efficient support service to Yorkshire Cancer Research.

- Provide an efficient administration service to the Warehouse and Donation Centre
- Provide an effective in postal service to the Hornbeam team, being responsible for post in and out.
- Work closely with the Café Manager on product and consumables sourcing to ensure best return on investment and quality for Yorkshire Cancer Research customers.
- Support the Café Manager to deliver a profitable business and to achieve budget.
- Have a clear understanding of related P & Ls, with an ability to provide required reports on performance of the Café and Centre Support Team.
- Retain all spending on or below budget instilling a cost-conscious mindset with the team in regard to building consumables and resources.
- Be a positive advocate for Gift Aid, ensuring the team are trained and confident with Gift Aid on monetary and stock donations.
- Regularly check (at least annually) that any contracted services such as plant management and cleaning services are value for money.

Qualifications

- Educated to A Level or above

Knowledge and experience

- Proven experience of working in a similar role at a similar level.
- Experience of leading, building and developing a team.
- Experience of creating, developing and streamlining operational and administrative processes and procedures.
- Proven experience of implementing systems and conducting training as necessary.
- Proven experience of monitoring budgets and tracking progress.
- Proven experience of delivering tangible process improvement.
- Experience of proactively working to advance skills through continued professional development relevant to the role and level.
- Experience of basic Health and Safety and Fire training in previous roles alongside an awareness of GDPR, Cyber Security and Safeguarding or can demonstrate awareness of the above. Good understanding of Data Protection principles and food safety
- Experience of working in the hospitality sector. In terms of budget management and good practice.

Skills and abilities

- Able to manage under pressure with a calm, supportive and solution focused disposition.

- Well organised and able to prioritise workload to ensure the team have a `share the load` approach.
- Able to work well alone and as part of a team with minimal direction.
- Able to use initiative and make decisions.
- Good verbal and written communication skills.
- Able to follow procedures in emergencies: be proactive, with the ability to react to evolving situations positively and calmly.
- Self-motivated and keen to learn and develop new skills.
- Helpful and flexible, with an ability to identify ways to do things quicker, simpler or more efficiently.
- Demonstrably strong operator that gets things done with a `can do` attitude.
- Able to develop talent within the operations function through role-modelling the required skillset.
- IT literacy in particular with Microsoft Office.
- Able to carry out tasks accurately, including correct data entry and correspondence.

Other requirements

- A willingness to complete our pre-employment checks (to be undertaken once the role is offered and accepted) which include:
 - A check on your employment history by seeking two references
 - A check on your eligibility to work in the UK as per the Immigration, Asylum and Nationality Act 2006
 - A DBS check at the level relevant to your role.
 - Satisfactory completion of a pre-employment health assessment. If needed, you will also be required to undergo a medical assessment (at the charity's expense) by a medical practitioner of the charity's choosing.

DBS Check Level

- This role requires a DBS check at enhanced level due to overseeing the work of young volunteers

Values and Behaviours

- Passionate about the values of Yorkshire Cancer Research (see `Our Values` below).
- Safeguarding is the responsibility of all employees who must remain aware and vigilant to potential safeguarding breaches and always report any suspicions or incidents following our internal reporting guidelines which will be shared during induction.
- Yorkshire Cancer Research operates a strict `no smoking` policy throughout our premises, car parks and vehicles. Employees must not smoke whilst wearing charity branded clothing or whilst on duty. If the post holder chooses to, the charity will help and support them to stop completely or temporarily abstain from smoking during their working hours.

Our Values & Behaviours

Our Values

Here for Yorkshire	United by the cause	Think big and bold	Make it happen
<p>The needs of people in Yorkshire come first.</p> <p>They are at the heart of everything we do.</p>	<p>We collaborate with each other and with other organisations; united by the need to <i>Give Yorkshire More Life to Live</i>.</p>	<p>We deliver world-leading research and services.</p> <p>We dare to think differently.</p>	<p>We create and build solutions.</p> <p>We approach our work with positivity, energy and drive.</p>

Our Behaviours

	Behaviours
Here for Yorkshire	<p>The needs of people in Yorkshire come first</p> <p>Yorkshire Cancer Research exists to prevent diagnose and treat cancer in Yorkshire. The needs and interests of people in Yorkshire are at the forefront of what we do, how we think and how we act.</p> <p>People are the heart of everything we do</p> <p>When we develop new plans, projects and activities, we actively seek patient, supporter and/or customer input to inform our approach and decision-making.</p>
United by the Cause	United by the need to <i>Give Yorkshire More Life to Live</i>

	<p>We are transparent and open in what we do and what we say, uniting to support one another in achieving our shared goals.</p> <p>We collaborate with each other and other organisations</p> <p>We work to build relationships based on trust and collaboration. We seek to understand the needs and objectives of others to establish the common ground and agree how we can work together to benefit people in Yorkshire.</p>
<p>Think Big and Bold</p>	<p>We deliver world-leading research and services</p> <p>We evaluate worldwide research and we test and we learn in order to drive the greatest advances and impact in cancer research and services. We promote a culture of continual improvement and innovation.</p> <p>We dare to think differently to Give Yorkshire More Life To Live</p> <p>We are ambitious and not afraid to try something new or difficult when it comes to achieving our goals.</p> <p>Nor are we afraid to make difficult decisions when they are in the best interests of those we exist to serve; the people of Yorkshire.</p>
<p>Making it Happen</p>	<p>We create and build solutions</p> <p>We are focused on understanding the impact of our work and the difference it is making. We ensure we are always pushing forward the achievement of our charity's vision.</p> <p>We approach our work with positivity, energy and drive</p> <p>We see every challenge as an opportunity to provide a solution.</p> <p>When it comes to preventing, diagnosis and treating cancer, we deliver pioneering solutions <i>To Give Yorkshire More Life To Live</i>.</p> <p>We pursue our goals with enthusiasm and commitment; always asking 'Can I, and can we, do more?'.</p>

YORKSHIRE CANCER RESEARCH

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.

How we use AI in the recruitment process

We use AI based tools to assist with parts of the recruitment process. The tool may:

- Review applications for matches to essential and desirable criteria
- Analyse key words, skills, qualifications or experience
- Rank or score applications
- Identify where candidates indicate they do not meet essential requirements (e.g., answering 'No' to mandatory questions) and flag such applications for filtering

If the role requires specific mandatory skills or qualifications, the AI tool may:

- Automatically flag or filter candidates who have indicated they do not meet those essential requirements
- Present filtered applications separately for review
- Recommend that such applications do not proceed

A human decision maker will remain involved at all stages of the recruitment process. We do not make final recruitment decisions based solely on AI and the recruitment team examine all AI recommendations before any application is progressed or rejected.

We use AI tools to:

- Increase consistency and fairness in screening
- Manage high volumes of applications efficiently
- Help identify applicants who meet the essential criteria for the role
- Reduce human error and unconscious bias
- Support (but not replace) human decision making

To ensure fairness and protect your rights, we apply the following safeguards to any AI assisted decisions:

- AI outputs are always reviewed by human decision makers
- All candidates may request human intervention or contest AI influenced decisions
- We regularly assess AI tools for accuracy and bias
- We maintain transparency regarding what the tools do and don't do.
- Essential criteria used for filtering are clearly set out in the job description or application form

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 United Kingdom.

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;
- Request human intervention in AI supported decisions;
- Contest an AI assisted decision;
- 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, Joanne Mornin (joanne.mornin@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.

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