

Role Profile

Details

Job title: Retail Development Officer
Job Grade: Officer
Reporting to: Retail Development Manager
Location: Harrogate, with regular travel to locations across Yorkshire
Hours: Full time, 37 hours

Overall purpose of the role

Reporting to the Retail Development Manager, the **Retail Development Officer** will support with the continued growth and development of our retail network.

The role holder will actively support the Retail Development Manager to build, deliver, and implement a pipeline of new sites development in retail, including shops, cafes and superstores, Yorkshire Cancer Research Centres, and other retail related projects.

The role holder will have responsibility of supporting the Retail Development Manager with market analysis and feasibility studies of potential new sites, contributing to the development of business cases, projects plans and delivery of these plans. There will also be involvement in supporting business as usual in terms of refurbishments and retail development projects.

The role holder will maintain accurate and up-to-date project plans, risk logs, budgets and reporting mechanisms across all retail development projects. They will ensure robust project governance, and clear audit trails to support timely reporting and effective decision-making and compliance.

The role holder will be able to demonstrate a broad understanding of retail development, along with excellent communication, organisational and planning skills, and an ability to develop effective relationships with a range of stakeholders.

Key responsibilities

Ensure Retail Development effectively manages risk through clear prioritisation and consistent role modelling of best practices.

- Work collaboratively with the Retail Area Manager, with regards to monitoring compliance with retail policies and procedures, as well as Health & Safety standards.

- Act as a visible leader in relation to all health and safety responsibilities, taking reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, processes and procedures.
- Support and role model a strong safety-first approach in all retail development activities and projects.
- Work closely with the Facilities Manager to ensure new shops are in good condition and compliance documents are in place before being handed over to operate under business-as-usual activities.

Drive strong team performance across retail by consistently delivering high-quality work, demonstrating reliability, and actively collaborating across teams and external partners.

- Support where possible the recruitment process for new shop managers and volunteers and ensure this is complete in time for each new shop opening.
- Maintain and monitor detailed project plans for refurbishments, openings and improvement projects, ensuring suppliers, tradespeople and internal stakeholders are engaged and informed of key dates.
- Deputise for Retail Development Manager, support and maintain relationships with property agents, shopfitters, tradespeople and third parties, in their absence.
- Assist as a contact for discussions with relevant internal and external stakeholders regarding new locations.

Support the positive representation of the Yorkshire Cancer Research brand by modelling key behaviours and helping deliver welcoming, innovative spaces that position the organisation as a brand leader.

- Undertake regular shop visits/shop floor inspections as directed by the Retail development Manager; directing and supporting the team to deliver creative and inspiring layouts, space planning and use of point of sale to ensure that each shop maximises its sales potential,
- Empower teams through training and demonstrating the high standards expected of visual presentation of the shops in representing the brand image of Yorkshire Cancer Research.
- Be a trusted point of reference who understands expected standards, can clearly communicate them, and champions their importance in representing Yorkshire Cancer Research.

Support the delivery of commercially viable shops and related spaces by working within budget constraints and aligning with approved business cases and project plans.

- Support the Retail Development Manager in exploring and identifying the best locations for new shop openings, including market analysis, feasibility study, site visits, and site presentation.
- Assist in developing business cases for each new shop, ensuring they are financially viable and key decisions are documented.
- Support the development of project plans for shop openings, closures, and refits by ensuring suppliers, tradespeople and internal stakeholders are engaged and informed of key dates.
- Continuously improve systems and processes that support effective project delivery, ensuring accurate documentation, reporting and compliance.
- Work alongside the Retail Development Manager to identify new suppliers, ensuring they are suitable, competent, and aligned to our values.
- Support the Retail Development Manager in developing and testing new income streams, processes, and systems before moving to business-as-usual activities.
- Support the Retail Development Manager, Retail Area Managers, Head of Retail Property & Estates, and team in regularly reviewing our current retail estate, identifying maintenance and other improvements required.

Other duties:

- Support the development and execution of the ten-year Retail business strategy.
- Deliver key business insight to drive improvements through analysis.
- Provide regular KPI and metric reports on income to inform future decision making and planning.
- Undertake additional 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 or able to demonstrate experience in a similar role at a similar level.
- Evidence of continued professional development relevant to the role purpose and level.
- Advantageous to hold a Project Management Qualification: IE APM, PRINCE2

Knowledge and experience

- Experience of support in the delivery of multi-stakeholder projects
- Excellent business acumen and an in-depth understanding of market trends
- Merchandising and/or retail display experience is desirable in a charity retail setting

- Demonstrable understanding of current trends and fashion in the circular economy for clothing, non-clothing and homeware.
- Experience of working cross functionally, both within an organisation and externally.
- Experience of planning and implementing store openings.
- Proven experience of at least one year in a charity retail role that demonstrates how charity retail works, sector challenges and opportunities.
- Proven experience in developing retail processes for charity shops is desirable.
- Proven experience of using project management software such as Airtable and Sketchup.

Skills and abilities

- Highly organised with good time management skills and the ability to prioritise own workload to meet deadlines.
- Project Management experience desirable, including experience of keeping accurate documentation supporting project management.
- Convincing and persuasive written, oral and presentation skills with the ability to present ideas and issues, clearly, and coherently to a wide range of audiences
- Resilient, embraces change and evolution, encouraging others to do likewise.
- Excellent IT skills with confident use of Microsoft Office packages including Word, Advanced Excel, Outlook, and PowerPoint.
- Excellent communication and interpersonal skills.
- Resilient and adaptable to change.
- Strong written and numerical skills.
- Demonstrably strong planning, guiding and motivation skills to successfully meet deadlines is desirable.
- Able to encourage and motivate volunteers and shop managers.

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. Staff 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.

Other requirements

- Full UK Driving licence and access to own vehicle is essential.
- Ability to travel across the Yorkshire region
- 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 check on your highest educational achievement(s)
 - A check on your professional qualification(s)
- A DBS check at the level relevant to your role.

Our Values & Behaviours

Our Values

<p>Here for Yorkshire</p>	<p>United by the cause</p>	<p>Think big and bold</p>	<p>Make it happen</p>
<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
<p>Here for Yorkshire</p>	<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>
<p>United by the Cause</p>	<p>United by the need to <i>Give Yorkshire More Life to Live</i></p> <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.

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;
- 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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