Role Profile

Details	
Job Title:	**Retail Assistant (Charity Shops)**
Job Grade:	**Assistant**
Reports to:	**Charity Shop Manager**
Based in:	**Scarborough, North Yorkshire**
Hours:	**Part-time, 15 hours per week**

Overall purpose

Yorkshire Cancer Research exists so that more people live longer healthier lives, free of cancer. With your help, the charity funds vital cancer research and pioneers' innovative new services for people with cancer. These life-giving medical breakthroughs are helping more people survive cancer – in Yorkshire, and beyond.

Reporting to the Charity Shop Manager, the Retail Assistant will actively support in:

- Raising funds to invest in achieving the charity's strategic goals. 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.
- Portraying the charity as a professional, credible brand which acts with integrity.
- Providing excellent customer service, ensuring volunteers and customers know how their contribution is helping the people of Yorkshire.

You will need to be committed to creating a welcoming professional atmosphere and demonstrating the values of Yorkshire Cancer Research. You will also be a passionate and enthusiastic ambassador for the charity and its work.

Key responsibilities

To support the day-to-day running of the shop and team to include the following:

Support in managing risk:

- Play an active part in running the shop, supporting the management team in implementing processes and ways of working.
- Adhere to and administer all processes and practices of retail through active stock management, replenishment, and rotation.
- Support the management team to ensure the shop is presented to the highest standards and kept clean and tidy, including display and merchandising, stock management and generation, maintaining shop standards, and layout of the store.
- 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 procedure.
- Ensure accurate record keeping of items donated and the amount paid for each item for Gift Aid tax reclaim purposes.

Support in building a team:

- Work alongside and guide volunteers, making sure the volunteer management system is actively kept up to date and that welfare facilities are kept well stocked and clean.
- Ensure that all charity policies, retail standards, and operating procedures are adhered to by all volunteers and are maintained and followed consistently. This includes Gift Aid, GDPR, Cyber Security, Health and Safety and Trading Standards.
- Support the Shop Manager in delivering appropriate training and support for all volunteers to ensure they adhere to all guidelines and legislation, including Health and Safety and GDPR.
- Observe and demonstrate the values of Yorkshire Cancer Research and ensure the volunteer team is up to date with the charity's current initiatives.

Support to achieve or exceed budgeted income:

- In the absence of the Shop Manager, 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.
- Operate the EPOS system in accordance with charity policy to ensure accounting and stock control are correct.
- Adhere to a pricing strategy according to the shop's stock package and retail proposition.
- Ensure stock rotation is managed to the agreed strategy
- Sort all customer donations effectively according to Yorkshire Cancer Research standards.
- Stay up to date with current fashion, trends and styles so the shop remains current, and Yorkshire Cancer Research stands out as a leader in the sector.
- Support the Shop Manager in reviewing weekly sales figures, ensuring information is accessible to volunteers so they are kept up to date.

Represent Yorkshire Cancer Research:

- Observe and demonstrate the values of Yorkshire Cancer Research.
- Creating a welcoming professional atmosphere and deliver high standards of customer service for all customers and supporters, ensuring this is role modelled to all volunteers.
- Ensure the shop is presented to the highest standards with attractive visual merchandising and seasonal window displays.
- Provide excellent customer service while efficiently operating the till and handling transactions.
- Ensure that the shop is consistently clean and tidy.
- Ensure stock is at the correct density levels and stock rotation guidelines are adhered to.
- Manage complaints effectively and efficiently, escalating to Head Office where they cannot be resolved at a local level.

Other duties:

- Manage complaints effectively and efficiently, escalating to Head Office where they cannot be resolved at a local level.

- Properly dispose of all unsaleable items and recycle goods using approved dealer services.
- Undertake additional or other duties outside the key job duties within the team and across the charity, as the charity may reasonably require.
- You may be asked to provide cover for days off, holidays and sickness as required, with possible occasional travel to other shops to provide support if needed by the charity.

Qualifications

- Ideally educated to GCSE level or equivalent, but this is not essential.

Knowledge and experience

- Ideally, to have a proven track record in retail.
- Basic understanding of Microsoft Office programs, including Outlook, Word and Excel.
- Previous experience in the charity sector or commercial sector is desirable.
- Experience of managing people/volunteers, including recruitment and development, is desirable.

Skills and abilities

- Many customers have personal experiences with cancer and regard our shops as a supportive environment for discussing this. It is essential that you are capable of handling sensitive, challenging conversations with tact and empathy.
- People often hear about the charity's activities in the news or online and then visit our stores to find out more. You must be willing to remain informed about our work and be a passionate brand ambassador.
- Organised with good time management skills.
- Ability to prioritise workload and meet deadlines.
- Good communication and interpersonal skills with a customer-focused approach.
- Ability to motivate self and others.
- Ability to use own initiative.
- Resilient and adaptable to change.
- Good written and numeracy skills are desirable.
- The role includes manual handling duties, and therefore, you must be able to safely and confidently conduct manual handling up to the limits specified by the HSE.

Other requirements

- A willingness and ability to occasionally travel across the Yorkshire region as needed for training sessions and team meetings.
- A willingness and ability to occasionally work alone and follow the charity's Lone Working procedures.
- 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 2 references
    - A check on your eligibility to work in the UK as per the Immigration, Asylum and Nationality Act 2006
    - A DBS check.
    - 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 basic level, but this may be increased at a later date to enhanced with children's barred list due to the requirement to supervise and train volunteers under the age of 18 years.
Values and Behaviours
• Passionate about the values of Yorkshire Cancer Research (see 'Our Values' see 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.

Our Values & Behaviours

Our Values

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

Our Behaviours

	Behaviours
Here for Yorkshire	**The needs of people in Yorkshire come first** 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. **People are the heart of everything we do** When we develop new plans, projects and activities, we actively seek patient, supporter and/or customer input to inform our approach and decision-making.
United by the Cause	**United by the need to *Give Yorkshire More Life to Live*** We are transparent and open in what we do and what we say, uniting to support one another in achieving our shared goals. **We collaborate with each other and other organisations** 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.
Think Big and Bold	**We deliver world-leading research and services** 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. **We dare to think differently to Give Yorkshire More Life To Live** We are ambitious and not afraid to try something new or difficult when it comes to achieving our goals. 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.
Making it Happen	**We create and build solutions**

	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. **We approach our work with positivity, energy and drive** We see every challenge as an opportunity to provide a solution. When it comes to preventing, diagnosis and treating cancer, we deliver pioneering solutions *To Give Yorkshire More Life To Live*. We pursue our goals with enthusiasm and commitment; always asking 'Can I, and can we, do more?'.

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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