

Role Profile

Details	
Job title:	Assistant Retail Area Manager (South & West)
Job Grade:	Assistant
Reporting to:	Retail Area Manager (South & West)
Location:	Harrogate, with regular travel across South & West Yorkshire
Hours:	Full time, 37 hours (this could include weekend work)
Overall purpose of the role	
The Assistant Retail Area Manager plays a key support role within the retail team, ensuring continuity of shop operations, reducing unplanned shop closure dates, and strengthening recruitment and induction processes. The postholder will provide hands-on cover and practical support across multiple shops, particularly during periods of holiday, absence, vacancies, or after new shop openings. The role supports the Retail Area Manager by maintaining high operational standards, developing shop teams, and embedding consistent policies and procedures across the retail network. Yorkshire Cancer Research is currently expanding its network of shops across Yorkshire, and this position will play an essential part in ensuring new shops and teams open successfully, supporting recruitment, onboarding and embedding processes.	
Key responsibilities	
Provide support, knowledge and guidance through effective policies and procedures to keep Retail safe and legal: • Support shop teams by reinforcing and embedding retail, operational, health & safety, and compliance policies and procedures. • Act as a practical point of guidance for shop teams when covering shops or providing additional support, ensuring policies and procedures are applied consistently. • Identify gaps in understanding or compliance and provide clear, supportive coaching to address these. • Escalate risks, incidents, or non-compliance concerns promptly to the Retail Area Manager, supporting corrective action where required.	

- Promote a culture where safety, legality, and good governance are clearly understood as part of everyday retail practice.

Enable managers across the retail estate to build high-performing teams with strong ownership of risk management:

- Support Retail Area Managers in developing confident, capable shop management teams who understand their responsibilities for compliance, safety, and risk management.
- Assist with recruitment activity, including shortlisting, interviewing, and inducting new starters, ensuring roles are filled effectively to minimise shop closures.
- Provide hands-on management cover during periods of absence or vacancy, maintaining team morale, accountability, and operational continuity.
- Support managers and teams to understand policies and procedures, encouraging ownership and accountability in their implementation.
- Act as a consistent role model, demonstrating best practice, professionalism, and leadership across the retail estate.

Provide clarity around retail standards, policies and procedures to protect the professional integrity of retail teams and the Yorkshire Cancer Research brand:

- Support the consistent application of retail standards across shops, ensuring each location reflects the values and professional reputation of Yorkshire Cancer Research.
- Provide clear, practical guidance to shop teams on visual merchandising, customer service, stock presentation, and shop standards.
- Act as post-opening support for new shops, working alongside new teams to embed agreed standards, procedures, and ways of working.
- Reinforce brand presentation and customer experience expectations during shop cover and support visits.
- Feedback to Retail Area Managers on standards, risks, or areas requiring additional support or training.

Drive cost control and income generation across Retail while balancing commercial performance and business protection:

- Support shop teams to maintain strong commercial awareness, balancing income generation with appropriate controls and risk management.

- While covering or supporting shops, take responsibility for protecting income through effective stock management, pricing, till procedures, and loss prevention.
- Promote efficient use of resources, helping to control costs and reduce unnecessary spend during periods of cover or transition.
- Support Retail Area Managers and shop teams to maximise trading opportunities, particularly during periods of employee change or after new shop openings.
- Contribute to reducing unplanned shop closures, helping to protect income and improve overall retail performance.

Qualifications

- Ideally educated to A Level or equivalent or able to demonstrate experience in a similar role at a similar level.

Knowledge and experience

- Experience working in a retail environment, ideally within charity or not-for-profit retail.
- Proven experience supporting or supervising multiple stores or teams.
- Understanding of retail key performance indicators (KPIs) such as sales, Gift Aid, average transaction value (ATV), and stock rotation.
- Knowledge of visual merchandising standards and how to maximise sales through shop layout and display.
- Experience of cash handling procedures, banking, and financial controls within a retail setting.
- Familiarity with stock management processes, including sorting, pricing, and replenishment.
- Experience supporting recruitment, onboarding, and development of employees and/or volunteers.
- Knowledge of health & safety requirements in a retail environment and experience of ensuring compliance.
- Understanding of safeguarding principles where volunteers and vulnerable individuals are involved.
- Experience handling customer queries and resolving complaints professionally.
- Experience analysing basic sales reports and using data to identify opportunities for improvement.
- Experience working towards targets and contributing to income generation.

Skills and abilities

- Strong leadership and interpersonal skills, with the ability to motivate and support diverse teams, including volunteers.

- Excellent communication skills, both verbal and written, with the ability to adapt style to different audiences.
- Ability to build effective working relationships with shop managers, colleagues, and external stakeholders.
- Ability to coach and support shop managers and teams to improve performance and deliver targets.
- Strong organisational and time management skills, with the ability to prioritise across multiple stores.
- Ability to analyse performance data and identify opportunities to drive sales and improve results.
- Strong problem-solving skills and the ability to make sound decisions in a fast-paced environment.
- Flexible and adaptable, with the ability to respond positively to change and support others through it.
- High level of attention to detail, particularly in relation to compliance, standards, and processes.
- Resilient and proactive, with a positive approach to challenges and achieving targets.
- Confident using IT systems and able to learn new systems quickly (e.g. EPOS, reporting tools, rotas).
- Ability to maintain confidentiality and handle sensitive situations appropriately.
- Comfortable using retail systems (e.g. EPOS, rota systems, stock or reporting tools).

Other requirements

- Ability and willingness to travel across the Yorkshire region.
- Full UK Driving licence and access to own vehicle is essential
- 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
 - An enhanced 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 with children's barred list level 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' 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



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 <i>Give Yorkshire More Life to Live</i> 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 <i>To Give Yorkshire More Life To Live</i>. 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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