

Role Profile

Details	
Job Title:	Donations Sorting Assistant
Job Grade:	Assistant
Reports to:	Donation Centre Manager
Based in:	Donation Centre in Harrogate, North Yorkshire
Hours:	Part time – 22.5 hours per week
Overall purpose	
<p>Reporting to the Donation Centre Manager, the Donations Sorting Assistant will be responsible for quickly, efficiently and accurately sorting donations of clothing, bric-a-brac, electrical and all other donated items, for re-sale in our network of charity shops and via our eCommerce outlets. This role will operate in accordance with all health and safety regulations.</p> <p>You will be expected to receive stock donations from our donors in a friendly, positive and welcoming way. We do not turn donations away as we have a significant growth plan for our retail network, so it is essential that the Donations Sorting Assistant is able to remain positive and welcoming to all supporters and demonstrate our gratitude for receiving donations.</p> <p>Great customer service is also essential to maximise income through Gift Aid sign ups and every donor should be encouraged to sign up to Gift Aid, if it is applicable for them.</p>	
Key responsibilities	
<p>Specifically, you will:</p> <ul style="list-style-type: none"> • Quickly and efficiently sort a wide variety of donated stock. • Ensure that donated stock is stored appropriately and safely, in accordance with all health and safety regulations and charity policies • Identify if any specific donated stock suits the profile/demographics of specific shops in the retail network and ensure that those items are ringfenced and delivered in a timely manner to maximise income for the charity. • Work in a way which adheres to policies and procedures. • Communicate with Retail teams regarding stock offers and ensure that any requests for specific items are actioned in a timely manner. • Create an engaging and supportive environment for our volunteers and ensure that the Donation Centre and warehouse are both great places to work. • Help create a welcoming professional atmosphere and deliver high standards of customer service for all donors, customers and supporters. • Support the volunteer team by providing communication, support, guidance and direction in the absence of the Donation Centre Manager or their Deputy. • Assist in maximising income from stock and ensure appropriate processes, storage and allocation of stock for all retail outlets. • Ensure that current retail trends are capitalised on by identifying interesting and high-value donations. • Adhere to any specific Look Books in place for the shops or eCommerce. • Possess a “can do” positive attitude when managing high volumes of donations. 	

- Seek out opportunities to complete additional tasks: ensure that the Donation Centre or warehouse is clean, tidy and well organised.
- PAT test donated electrical items to ensure that they are able to be sold in the shops, or via eCommerce (training will be provided).

Volunteer support and teamwork

- Contribute to a supportive and professional working environment for the volunteers.
- Coach any corporate volunteers in the standards that we expect in sorting, and represent the charity positively.
- Contribute to the motivation of the Donation Centre and warehouse team by being a team player and supporting your peers with any problem solving.
- Ensure that all charity policies, standards and operating procedures are communicated effectively to all members of your team and be comfortable in supporting your peers to change their behaviour or processes if they are not adhering.

Financial procedures

- Ensure that the donated goods are processed in a timely manner to maximise income for the charity.
- Work in a way that minimises the risk of damage and stock loss.
- Treat every pound as your own and ensure that spends are necessary, and within budget.
- Contribute to a culture where income generation is a passion for the team, ensuring that every donor is asked to add Gift Aid and that you are clear on the benefits of this.

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 through the Operations team structure, as appropriate, where they cannot be resolved at a local level.

Other duties

- Be trained as a First Aider and Fire Marshal.
- 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 GCSE level or equivalent.

Knowledge and experience

- Experience of working in a charity retailer or sorting high volume donated stock would be an advantage.
- Previous experience in charity sector or commercial sector is desirable.
- Basic understanding of Microsoft Office programs including Outlook, Word, and Excel.

Skills and abilities

- Highly organised with good time management skills.
- A “can-do” attitude with ability to focus and get the job done.
- Resilient and able to react to quickly changing dynamics and flexibility.
- Ability to prioritise workload and meet deadlines.
- Good communication and interpersonal skills.
- Strong team-player.
- Ability to motivate self and others.
- Ability to use own initiative and work with little direction, as management will not always be at the same site.
- Good written and numeric skills are desirable.

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.

DBS Check Level

- This role requires an enhanced DBS check.

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

Make it happen

**Think big and
bold**

**United
by the cause**

**Here for
Yorkshire**

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.

The needs of
people in
Yorkshire come
first.

They are at the
heart of
everything we do.

Our Behaviours

	Behaviours
Here for Yorkshire	<p>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.</p> <p>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.</p>
United by the Cause	<p>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.</p> <p>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.</p>
Think Big and Bold	<p>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.</p> <p>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.</p>
Making it Happen	<p>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.</p> <p>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?'.</p>

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.