

Role Profile

| Details | |
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| Job Title: | Operations Officer (9-month Fixed Term Contract) |
| Job Grade: | Officer |
| Reports to: | Area Safety and Facilities Manager |
| Based in: | Dual site – Harrogate Head Office & Knaresborough Warehouse |
| Hours: | Part-time, 22.5 - 30 hours per week. May include weekend and occasional evening work. |
| Overall purpose | |
| <p>Reporting to the Area Safety and Facilities Manager, the Operations Officer will be responsible for the day-to-day building management of the Yorkshire Cancer Research Centre in Harrogate, and will ensure the compliance of the retail estate, and other properties such as warehouses, through the organisation of maintenance provision and issue resolution.</p> <p>In your role, you will ensure the estate remains safe and compliant, and that everyone across Yorkshire Cancer Research has the tools to do their job, at all levels. This will include using and manipulating the EVERY compliance system, centralised ordering and managing waste contracts</p> <p>You will be confident in interacting with stakeholders, and efficient in completing tasks yourself or collaborating with others to ensure the tasks are completed in a timely manner.</p> | |
| Key responsibilities | |
| <p>Reporting to the Area Safety and Facilities Manager, the post holder will be part of the Operations Team responsible for ensuring that the estate remains safe and compliant. Key responsibilities include:</p> <p>Hornbeam Centre Compliance and Building Management across all premises including retail shops and warehouses</p> <ul style="list-style-type: none"> • Provide guidance and advice to employees at all levels when they raise an issue with any aspect of the Yorkshire Cancer Research building. • Liaise with contractors to ensure that they are delivering their expected obligations in line with their service level agreements/contracts. • Manage the keyholder process to ensure that keys for the property across the estate are well controlled and managed. • Be the first point of contact for any snagging or building issues with the Yorkshire Cancer Research Centre, booking contractors to ensure both a quick and cost-controlled resolution. • Complete and record Fire Alarm tests on a weekly basis. • Record the completion of all other statutory monthly fire tasks. | |

- Measure and record the building water temperatures at all outlets monthly within the Hornbeam Park Centre.
- Ensure that all weekly and monthly checks are successfully delegated in the event of your planned absence to ensure that there are no gaps in the records.
- Check and administer the building DEFIB.
- Periodically check and replenish building first aid kits within the Hornbeam Park Centre when required, and support with ordering stock for First Aid kits across the shop estate.
- Ensure that the Centre is clean, tidy and free of Health & Safety risks, promptly addressing or reporting any concerns to the appropriate person whether that be internal or external.
- Provide feedback to the Cleaning Contractors and address any feedback received with them directly, ensuring that it is acted on by the cleaning providers.
- Conduct weekly/monthly performance reviews with the Cleaning Contractors to ensure that they are delivering in line with their Service Level agreements.
- Contribute to or lead on the development of new and existing policies, and work with the Compliance, Risk and Governance team to ensure Operations Team owned policies are up-to-date, relevant and compliant with applicable legislation, as guided by the Area Safety and Facilities Manager.

Supporting Estate Building Compliance

- Monitor EVERY for all properties across the estate and be the first point of escalation for non-compliance to completing actions in the right timescales.
- Proactively book maintenance or compliance visits to shops from our approved/agreed list of contractors.
- Ensure that all annual services are proactively booked in for every property across the estate including, but not limited to, fire alarm servicing, legionella testing.
- Support the Facilities Assistants with reporting of tasks on EVERY, and support the prioritisation of workload for the assistants in the absence of the Area Safety and Facilities Manager.

Centre Support

- Ensure that amenities within the Centre are in good working order, and repairs are carried out in a timely manner so that all colleagues are able to successfully carry out their own roles and that the Centre is a suitable environment in which to do so.
- Support with ordering consumables required by all teams to minimise costs and centralise processes.
- Execute tasks as requested from the Head of Operations.

Health and Safety Record Keeping

- Ensure that all compliance documentation, as directed by the Area Safety and Compliance Manager, is appropriately filed and would be readily available, if required, for audit purposes.
- Book new starter employees onto the Health and Safety inductions and track that they have completed these.

- Proactively chase up non-return of DSE Assessments and escalate any non-compliance to line managers.
- Assist with leading the Health and Safety inductions to the Yorkshire Cancer Research Centre.

Administration of the Vehicle Fleet

- Proactively manage the administration of the charity's vehicles, including but not limited to, pool cars and delivery/support vans.
- Book services and MOTs and adhoc repairs/work as required.
- Arrange for people to take and collect vehicles so that vehicles are unavailable for minimal time.
- Responsible for monitoring and managing the renewal checks of driving licences.
- Arrange hire vehicles in the event that a vehicle will be off-road for a longer period of time.
- Track road tax renewals and renew as and when required.
- Ensure that the vehicles are unavailable for employees to book when they are required for maintenance.

Centralisation of processes

- Support with the raising and approval of purchase orders and creating orders from suppliers, as required, by the Operations and eCommerce Team in a timely manner
- Own the centralised orders for the charity of items needed to support others to deliver the roles, ensuring that costs are controlled.

Other duties

- Act as Fire Marshal and First Aider across the centre as directed by the Office Manager/Facilities Manager.
- Undertake other duties relevant to the purpose of the role as requested by the Operations Management Team.
- Look for opportunities for continuous process improvement.

Qualifications

- Educated to at least GCSE level standard including Maths and English, or experience of working in a similar role at a similar level.
- Health and Safety qualification – desirable.

Knowledge and experience

- Previous experience of working in a Facilities role with a good understanding of the requirements of this role and H&S responsibilities.
- Proficient user of Microsoft Packages including Word, Excel, Outlook and ideally PowerPoint.
- Experience of Every Facilities Management system would be desirable, but not essential.

- Good communication skills and proven experience of engaging with internal and external stakeholders, addressing queries and offering practical solutions.
- Well-presented and possess an excellent telephone manner.
- Willingness to undertake further H&S training.
- Proven experience in facilities management and administration.
- Proven experience assisting with facilities projects.

Skills and abilities

- Ability to show empathy, listen and communicate effectively particularly when engaging with a wide range of individuals with varying needs.
- Ability to build relationships with our broad employee base.
- Extremely organised and able to prioritise a diverse workload and meet deadlines.
- Able to work well alone and as part of a team.
- Able to use initiative and work well under pressure.
- Outstanding communication and customer service skills.
- Able to follow procedures in emergencies: be proactive, with the ability to react to evolving situations and be led by management and other colleagues.
- Self-motivated and keen to learn and develop new skills.
- Friendly, helpful and flexible.
- Excellent telephone manner, written and verbal communication skills.
- Ability to deal with difficult situations in a calm and supportive manner.

Other requirements

- 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.

DBS Check Level

- This role requires a DBS check at basic level.

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 and Behaviours

Our Values



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 | <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> |

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| | <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> |
| Think Big and Bold | <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> |
| Making it Happen | <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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