

Role Profile

Details

Job Title:	Retail Assurance Manager
Job Grade:	Manager
Reports to:	Head of Retail Property and Estates
Based in:	Harrogate
Hours:	Full time, 37 hours

Overall purpose

The Retail Assurance Manager will provide specialist support, guidance, and oversight across all areas of operational risk within retail and estates, ensuring our locations operate safely, compliantly, and to agreed organisational standards. As the estate continues to grow, this role will enhance the organisation's confidence in retail governance through effective assurance processes, training, and continuous improvement.

The role will develop and maintain frameworks, policies, and tools to support retail managers in managing risk locally, covering areas such as Health and Safety, Fire Safety, financial controls and Gift Aid. By embedding accountability for risk management at every level, the Retail Assurance Manager will enable managers to own compliance within their areas, reinforcing a culture of safety, integrity, and strong performance.

Working with the Head of Retail and Head of Retail Property and Estates, the post holder will design and deliver an operational annual retail audit programme, assessing performance across operational, financial, and compliance areas. Findings will inform improvement plans, demonstrate governance to the wider organisation, and help reduce incidents of non-compliance, theft, and fraud.

The Retail Assurance Manager will also act as custodian of retail Standard Operating Procedures (SOPs), ensuring consistency, accuracy, and accessibility of knowledge and training across all retail teams.

Key responsibilities

Provide support, knowledge and guidance through providing effective policies and procedures to keep retail and operations safe and legal.

- Be the Health & safety (H&S) lead for retail and wider charity and be main point of contact for all related queries, concerns and escalations.
- Provide `how to` checklists and guidance for ladders, steamers, reading and actioning risk assessments etc.
- Be responsible for records of compliance training, H & S inductions and DSE assessments across retail and the wider charity, flagging to senior managers non-compliance.
- Develop risk assessments and processes with owners of the risk so these are relevant and highlight `immediate` and `progressive` actions.

- Support the Centre Manager and Café Manager in food safety compliance developing food safety policies and procedures.
- Work across retail and operations to ensure the Business Continuity Plan is up to date and maintain team`s risk registers.
- Create an intuitive system to ensure H & S policy and procedures are maintained, relevant and up to date.
- Support provision of COSHH registers on our premises.

Enable managers across the retail estate to build high-performing teams with strong ownership of risk management, ensuring individuals are empowered and managers are accountable for effective implementation of policies and procedures.

- Chair the Quarterly Health, Safety and Wellbeing Action Group recording actions for follow up at subsequent meetings.
- Work alongside colleagues to build a culture of ownership of managing risk through an enabling approach that builds confidence in the team with strong and regular communication across teams.
- Hold regular risk management meetings with key stakeholders (Retail, Facilities, Retail Development) to provide support and encouragement but also to hold risk owners accountable.
- Work closely with colleagues to build and deliver audits that give assurance to the organisation that cover off all key areas of risk around H & S, Fire Safety, Safeguarding, GDPR, Gift Aid, Finance, Stock Management and Shop Standards.
- Develop the audits to build ownership and accountability but also to develop and upskill risk owners through regular training sessions, meetings and communications in the retail newsletter.
- Collaborate with key stakeholders on key decisions for example names of SOPs folders (that make sense to users) and when actions or narrative is required for the newsletter.
- Prepare performance dashboards for example with data from EVERY and provide reports to keep senior leaders up to date for example the Health and Safety Committee.
- Escalate non-compliance on EVERY to line managers for action.
- Build a mutually beneficial and supportive professional working relationship with the Compliance Risk and Governance team to ensure policies are up to date and reflect Yorkshire Cancer Research's high standards of excellence.
- Support managers with progressive actions on risk assessments where appropriate and as requested.

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

- Be the custodian of the retail and operations framework, maintaining a clean and tidy shared folder (for SOPs) that is easy to use and well organised.
- Ensure all guidance, tools and How To's use the standardised format of SOPs at Yorkshire Cancer Research.
- Organise the framework in a way that is intuitive, is dated and relevant to different teams.
- Ensure tools and guidelines have input from operators, providing opportunities for users to feed in so that instructions or guidance make sense for those that will be using them.

- Be able to present and explain the framework to internal and external stakeholders, appreciating the empowerment and accountability ethos that supports it.

Drive cost control and risk management across Retail and Operations while ensuring business protection and commercial performance are effectively balanced.

- Manage costs through appropriate review of P & Ls for any H & S expenses ensuring cost effectiveness without jeopardising risk management.
- Role model a safety-first mindset before commercial opportunities reflecting the framework model of foundational pillars, manage risk and build a team.

Qualifications

- NEBOSH preferred but would consider IOSH with a view to training towards NEBOSH to the right applicant.
- Educated to A Level or above.
- Has received basic Health and Safety and Fire training in previous roles alongside an awareness of GDPR, Cyber Security and Safeguarding or can demonstrate awareness of the above. Good understanding of Data Protection principles.
- IT literacy in particular with Microsoft Office.

Knowledge and experience

- Proven experience in an assurance, audit, compliance, risk, Health & Safety, or retail operations role (ideally within multi-site retail or a customer-facing estate).
- Working knowledge of relevant legislation and best practice (e.g., Health & Safety, Fire Safety, food safety where applicable, GDPR/data protection, safeguarding awareness) and the ability to translate requirements into practical guidance.
- Experience of planning and delivering an audit/inspection programme, including developing checklists/standards, conducting site visits, identifying non-conformance, and agreeing proportionate improvement actions.
- Experience of producing clear reports and presenting findings to different audiences, including senior stakeholders, with recommendations that balance risk, practicality and commercial impact.
- Experience of developing, maintaining and improving Standard Operating Procedures (SOPs) or policy frameworks, ensuring version control, accessibility and user-friendly design.
- Experience of developing and/or coordinating training, inductions and compliance records, and driving completion through supportive challenge and escalation when required.
- Experience of managing risk registers, incident reporting and investigations, and supporting business continuity planning in a multi-site environment.
- Strong data and systems experience, including interpreting operational/financial information (e.g., trends, compliance dashboards, audit outcomes) to identify risk hotspots and inform prioritisation.

Skills and Abilities

- Strong auditing/assurance skills, with the ability to assess compliance against standards, identify root causes and agree clear, proportionate corrective actions.
- Confident communicator who can write clear SOPs, guidance and reports, and tailor messages for shop teams, managers and senior stakeholders.
- Ability to influence and constructively challenge, building accountability for risk ownership while maintaining positive working relationships.
- Strong facilitation and training skills, able to coach and upskill managers and teams and support consistent implementation across multiple sites.
- Analytical and numerate, able to work with systems data and dashboards, interpret trends, and prioritise risk-based interventions.
- Highly organised with strong attention to detail (including version control and record keeping), able to plan work across an annual programme and meet deadlines.
- Sound judgement and decision-making, able to respond calmly to incidents and emerging risks, escalating appropriately and maintaining confidentiality.
- Continuous improvement mindset, able to simplify and standardise ways of working while balancing safety, compliance and commercial performance.
- Has proactively worked to advance skills through continued professional development relevant to the role and level.

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.
 - 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.

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. Employees 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

<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.

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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