

Role Profile

Details	
Job Title:	Retail Van Driver and Donation Centre Assistant
Job Grade:	Assistant
Reports to:	Warehouse Operations Manager
Based in:	Dual site – Donation Centre in Harrogate and Warehouse in Knaresborough, North Yorkshire, with travel required across the Yorkshire Region
Hours:	Full time, 37 hours per week, flexible in line with the needs of the charity, some weekend work will be required
Overall purpose	
<p>Reporting to the Warehouse Operations Manager, you will be part of the team responsible for ensuring the efficient running of the donation centre. The primary focus of this role is to deliver stock to our retail shops across Yorkshire in a timely manner. However, at busy times you will also be required to assist with sorting and selecting of stock, collecting and accepting donations at the centre or from donors, assisting with general maintenance tasks and supporting with the removal of general waste through the appropriate channels whilst working in compliance with all relevant Health and Safety legislation and our Driving for Work policy.</p> <p>You will need to be a team player, be adaptable and have experience of working in a customer facing role as some aspects of the role are public-facing. You must also be organised, be able to prioritise your workload as well as be aligned to our values.</p>	
Key responsibilities	
<p>Driving</p> <ul style="list-style-type: none"> • Carry out deliveries of donated stock to shops ensuring that the shops receive the stock that they have requested from the Donation Centre. • Complete collections of furniture and goods across Yorkshire, including the disposal of waste materials, as directed. • Assist with the moving of furniture and other goods between shops and the Donation Centre. There will also be a requirement to collect goods from donors. • Be responsible for day-to-day vehicle maintenance, including completion of the weekly vehicle maintenance checklist and daily visual checks. • Ensure charity vehicles are left secure, clean and presentable at the end of the day and ensure any vehicle defects and damage promptly are reported in accordance with charity procedures. • Be an ambassador for the charity whilst driving branded vehicles, ensuring that you drive carefully and mindfully of other road users. <p>Donation Centre - Accepting Donations</p> <ul style="list-style-type: none"> • Create a positive, professional, warm welcome for all visitors. 	

- Seek opportunities to actively engage with visitors to enhance their visit and further promote the profile of the charity.
- Be responsible for assessing the quality of goods collected, including furniture which will include declining donations that are unsuitable for sale and may contravene the Sales of Goods Act 1979.
- Take pride in the centre's presentation, seeing everything through the eyes of the visitor and addressing anything that would not meet a visitor's expectations.
- Be knowledgeable about, and an ambassador for the charity so that you are able to answer questions and answer any queries.

Donation Centre Operational Support

- In the absence of the Donation Centre Managers, monitor the Donation Centre email inbox daily for Stock Requests from shops and ensure that the Donation Centre team have prepared the stock in line with the weekly delivery schedule.
- Support with the sorting and selecting of stock, as required or directed by the Donation Centre Manager.
- Ensure that rags (unsaleable clothes and shoes) are stored safely for collection by the relevant companies.
- Complete PAT testing of electrical donations to ensure that they are safe for us to sell (full training will be provided.)

Facilities Tasks

- Assist with basic maintenance tasks at all sites, including:
 - Minor repairs to fixtures and fittings
 - Basic grounds/exterior maintenance
 - Painting & decorating
- Work safely at all times, adhering to the hazards highlighted in associated risk assessments and within own personal abilities.
- Where tasks require a relevant tradesperson, raise it to the Shop Manager and/or Facilities Manager so that the appropriate trade can be organised.
- Have a basic working knowledge of the Yorkshire Cancer Research compliance system (EVERY), including reacting to and closing reactive tasks at properties.
- Occasionally measure and record water temperatures at all sites to assist with the prevention of Legionella.
- Occasionally complete basic weekly/monthly fire checks if asked to do so by the Shop Manager or Facilities Manager in their absence (full training given), to include:
 - Weekly fire alarm check
 - Emergency light monthly test
 - Means of escape check
 - Monthly fire extinguisher checks.
- Promptly report any accidents, incidents or unsafe occurrences to the Facilities Manager via the charity reporting procedure.

Other duties

- Undertake other duties relevant to the purpose of the role as required or requested by the Warehouse Operations Manager, or occasionally the Donation Centre Manager or the Facilities Manager, depending on the nature of the task.
- Assist with the preparation at fundraising events, shows, stalls, etc as and when required. This may include the transportation and putting up/taking down of tents, awnings, and banners etc.

- Undertake additional or other duties outside the key job duties within the team and across the charity, as the charity may reasonably require.
- Be flexible and adaptable in the undertaking of any other related duties.
- Assist with other driving if required by other areas of the charity.

Qualifications

- Educated to at least GCSE standard or equivalent, including Maths and English.

Knowledge and experience

- Good general driving skills including navigation and manoeuvring.
- Good geographical knowledge of Yorkshire and the surrounding area is desirable.
- Competent and experienced driver with the ability to drive a variety of vehicles, including large vans.
- Knowledge and understanding of manual handling as this role involves lifting and moving stock items, donation bags and on occasions, furniture

Skills and abilities

- Highly organised with good time management skills.
- Ability to prioritise workload, meet deadlines and adapt to changing deadlines.
- Able to demonstrate a good standard of written and numeracy skills or confident in using available tools to support with this.
- Passionate about delivering good customer service both internally and externally.
- Good communication and interpersonal skills.
- Ability to work within a team and alongside others.
- Ability to motivate self and others and be positively receptive to change.
- Ability to use own initiative.
- Proven skills in building maintenance, repairs, and decoration are desirable but not essential.

Other requirements

- Ability and willingness to travel across the Yorkshire region
- Full UK driving license with less than 6 penalty points
- Willingness to undertake any additional training as required
- 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 a DBS check at enhanced 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. 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	<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	United by the need <i>to Give Yorkshire More Life to Live</i>

	<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>
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 RESEACH

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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