

Role Profile

Details

Job Title:	Superstore Manager
Job Grade:	Officer
Reports to:	Head of Retail
Based in:	York Superstore
Hours:	Full time, 37 hours per week

Overall purpose

Yorkshire Cancer Research exists so that more people live longer healthier lives, free of cancer. The charity funds vital cancer research and pioneers innovative new services for people with cancer. These life-giving medical breakthroughs are helping more people survive cancer – in Yorkshire, and beyond.

The role of Superstore Manager involves managing the day-to-day operation of the charity's first superstore including managing a team of 18 employees consisting of the Deputy Superstore Manager, Department Team Leaders, Superstore Assistants and a team of volunteers, ensuring accurate accounting and handling of assets, delivering high standards of customer service, and adhering to all charity policies and procedures. You will lead by example and ensure that employees, volunteers, supporters, donors, and customers understand how their contributions are making a difference to the lives of people in Yorkshire and beyond.

You will need to be committed to creating a welcoming professional atmosphere and demonstrating the values of Yorkshire Cancer Research. You will also be a passionate and enthusiastic ambassador for the charity and its work.

Key responsibilities

Driving Success in Our Charity Superstore

At Yorkshire Cancer Research, every action we take is driven by our mission to save lives and improve cancer outcomes for everyone across Yorkshire. As the Superstore Manager, you'll play a vital role in making this vision a reality by overseeing the commercial operation of our superstore. This includes:

- Leading on visual merchandising and display to create a welcoming and inspiring shopping experience that reflects our brand and values.
- Ensuring efficient stock management and generation, so our shop floor is full of high-quality, desirable items that attract customers.
- Maintaining impeccable shop standards and ensuring the store layout supports both customer engagement and operational efficiency.
- Overseeing all aspects of store operations, including opening and closing procedures.

- Managing and being accountable for implementing and complying with agreed shop operating policy and standards including Health and Safety and Trading Standards.
- Building relationships and working closely with wider functions across the charity such as Facilities, Marketing, Volunteer, and social media teams to ensure the plans are fulfilled and executed.

Efficient Stock Management

Managing the movement of large volumes of donated items and new goods through the superstore and wider charity is critical. You'll:

- Oversee effective stockroom systems to ensure smooth processing and redistribution of donations, including identifying high-value or surplus stock for resale through online marketplaces or other Yorkshire Cancer Research stores.
- Conduct regular stocktakes to maintain accountability and efficiency.

Inspiring and developing a passionate team

Our people are at the heart of what we do. You'll lead a diverse team of employees and volunteers, ensuring they feel motivated and equipped to make a difference by:

- Recruiting, developing, and retaining talent, fostering a supportive and inclusive environment.
- Conducting regular performance development reviews for paid employees, implementing and supporting personal development and growth.
- Providing necessary training and resources, ensuring the shop is always adequately resourced and prepared to operate seamlessly, even in your absence.
- Being responsible for ongoing volunteer training and engagement, ensuring the volunteer management system is actively kept up to date.
- Being responsible for ensuring the team are working towards achieving all key performance indicators.
- Having line manager responsibility for the shop management team, working together to ensure there is management and team cover and sufficient volunteers to operate all trading hours.
- Implementing appropriate training and support for all volunteers to ensure they adhere to all guidelines and legislation including Health and Safety and GDPR.
- Ensuring that all charity policies, shop standards and operating procedures are communicated effectively to all volunteers and are maintained and followed consistently.
- Facilitate both employee and volunteer meetings to enable open dialogue, share best practice and provide a forum for socialising for volunteers.

Delivering financial excellence

You'll be accountable for the Superstore's financial performance, taking ownership of:

- Sales and profit targets, with a focus on donated stock income, Gift Aid contributions, average selling price, and stock sell-through rates.
- Data-driven decision-making, using shop performance insights to inform strategies that maximise income and profitability.
- Accurate accounting and handling of assets (new goods, items donated, and money received).
- Accurate record keeping of items donated and the amount paid for each item for Gift Aid tax reclaim purposes.
- All shop administration including cash handling and banking functions, ensuring the team work to the highest standard, accurately and on time, always adhering to charity policy and procedures.
- Reviewing weekly sales figures and from these identifying ways to maintain and maximise income, ensuring information is accessible to volunteers so they are kept up to date.
- Working with the Head of Retail and Finance team to set challenging sales budgets and stretch targets that are achievable or exceedable, and drive and motivate your team to achieve and exceed them.
- Authorising and administering Petty Cash claims where appropriate.

Championing exceptional customer and supporter service

You'll create an environment where every supporter and customer feel valued, ensuring:

- Outstanding service across all touchpoints, from the shop floor to the till point, including seamless and secure payment processes.
- Any complaints are managed effectively and efficiently, escalating to Head Office where they cannot be resolved at a local level.

Building Connections and Driving Engagement

You'll act as a proactive ambassador for Yorkshire Cancer Research, generating support and income through:

- Engaging with the local community and businesses to secure donations, build partnerships, and promote the charity.
- Maximising the use of community spaces in-store, hosting events that align with our mission while driving additional income and fostering engagement.

Ensuring Compliance and Best Practices

You'll uphold the highest standards of compliance, ensuring adherence to Yorkshire Cancer Research policies in:

- Health and safety, safeguarding, and security.
- Administrative procedures and People management policies.

Other duties

- Properly dispose of all unsaleable items and recycle goods using approved dealer services.
- 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

- Educated to A Level or equivalent or have experience in a similar role at a similar level.

Knowledge and experience

- Experience of managing a large team of people/volunteers including recruitment and development.
- Previous retail experience in the charity sector.
- Previous experience with a high-volume FMCG retailer is desirable.
- Experience of meeting and exceeding targets within a retail environment.
- Experience of opening a new shop is desirable.

Skills and abilities

At Yorkshire Cancer Research, we're driven by a shared goal: **A Yorkshire Free From Cancer**. To help us achieve this, we're seeking a motivated and talented individual who embodies our values and brings the following skills and abilities to the team:

- **A commercial mindset with proven success in profit and loss management:** You'll have demonstrated the ability to take full accountability for the financial performance of a retail operation, with a keen eye for opportunities to maximise income and efficiency.
- **Experience in managing high-volume retail environments:** You thrive in busy settings, expertly handling large volumes of stock and maintaining high standards, even in fast-paced situations.
- **Leadership of diverse teams:** You've successfully managed, motivated, and supported large, varied teams, fostering a culture where everyone feels empowered to contribute their best.
- **Inspirational leadership:** You know how to bring out the best in those around you, inspiring your team with enthusiasm, vision, and a shared sense of purpose.
- **Creative and forward-thinking:** You're not afraid to think outside the box, constantly seeking new ideas and opportunities to enhance performance and community engagement.
- **Confidence with technology:** Comfortable with digital systems, you can quickly adapt to new systems, processes, and tools to support the smooth running of operations.
- **Resilience and adaptability:** You can handle challenging situations with confidence and professionalism, finding solutions and maintaining composure under pressure.

- **Strong organisational skills and self-management:** You can independently manage your workload, prioritising tasks effectively to meet deadlines in a dynamic environment.
- **Thrives under pressure:** When the stakes are high, you remain focused, calm, and solution-oriented, ensuring consistent performance even in demanding circumstances.
- **Flexibility to travel:** You're willing to attend meetings and training sessions across the region, contributing to the shared knowledge and growth of the charity.

If you're ready to bring your skills, passion, and drive to Yorkshire Cancer Research, join us in transforming cancer outcomes for communities across Yorkshire. Together, we can make a lasting difference.

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 2 references
 - A check on your eligibility to work in the UK as per the Immigration, Asylum and Nationality Act 2006
 - An enhanced DBS check.
- Many customers have personal experiences with cancer and regard our shops as a supportive environment for discussing this. It is essential that you are capable of handling sensitive, challenging conversations with tact and empathy.
- People often hear about the charity's activities in the news or online and then visit our stores to find out more. You must be willing to remain informed about our work and be a passionate brand ambassador.

DBS Check Level

- This role requires a DBS check at an enhanced level with the children's barred list 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' 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



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.

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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