

Role Profile

Details	
Job title:	Donation Centre Manager
Job Grade:	Officer
Reporting to:	Retail Development Manager
Location:	Yorkshire Cancer Research Centre - Harrogate
Hours:	Full time, 37 hours
Overall purpose of the role	
<p>Yorkshire Cancer Research currently operate a number of shops across North Yorkshire and are currently embarking on a Retail expansion programme, with plans in place to open a further 10-15 shops across Yorkshire over the next three years. This is an exciting and significant milestone in the charity's 100-year history with the money raised in our shops directly funding research and services for the people of Yorkshire.</p> <p>Reporting to the Retail Development Manager, the Donation Centre Manager will actively support the retail network and lead a team of volunteers to ensure Yorkshire Cancer Research is equipped with a steady supply of good quality donations and stock to sell both in our shops and on our online platforms.</p> <p>The Donation Centre Manager will be responsible for all stock-related processes including storage and distribution, managing an employee and volunteer team, planning and leading weekly logistics and ensuring that current retail trends are capitalised on through all outlets and channels.</p>	
Key responsibilities	
<p>Donation Centre operation</p> <ul style="list-style-type: none"> • Manage the day-to-day running of the Donation Centre, developing and maintaining policies and procedures in conjunction with Retail teams. • Plan and lead weekly logistics, to ensure stock is collected and delivered to the network of shops, and to plan for collections from donors' homes. • Properly dispose of all unsaleable items and recycle goods using approved dealer services. • Take responsibility for all products in the Donation Centre, ensuring they are sorted, stored, and selected appropriately to maximise profits. • Ensure the donations area is clean, presentable and kept in good order with high standards of housekeeping. • Ensure donated goods are distributed equally, considering style of shop, location and demography, to maximise profit for Yorkshire Cancer Research. • Ensure all retail channels are well stocked at all times and ensure that current trends are capitalised on through all outlets and channels. • Identify any high value items, records, books, collectables, retro and other items that can be sold via eBay and other online selling sites. • Organise and plan own workload and timetable, in consultation with the Area Manager, Shop Managers and eCommerce Trading Manager, to ensure all deadlines are met. 	

- Train the Donation Centre team to promote and sign-up customers to Gift Aid.
- Process donations in line with Gift Aid policy to maximise income from each item.
- Ensure that the logistics of goods are handled to ensure clear sorting, storage and delivery to retail outlets.
- Be compliant with standards for the sale of electrical goods, toys, clothes, furniture and other products.
- Work with the Facilities Manager to ensure that working environments are safe for staff, volunteers and members of the public.
- Maintain a particular interest in Health and Safety including ensuring that risk assessments are updated or carried out when necessary.
- Liaise with potential suppliers and contractors as required in the operation of the Donation Centre.
- Communicate, inform and hold meetings for volunteers about developments at Yorkshire Cancer Research, and give regular, positive feedback from the wider team.
- Act as the main channel of information feedback between the charity and the volunteers including dealing with any complaints or matters to be addressed.
- Ensure that all members of staff and volunteers comply with Trading Standards regulations.
- Build in clear stock audit and control measures to ensure the correct processes for staff and volunteers accessing stock via the Donation Centre and purchase of items, in a clear and transparent way.
- Develop new income streams, such as identifying new routes to sell items.

People management

- Provide line management and supervision support for the Donation Centre team, including van drivers.
- Manage the staff/volunteer rota on a weekly basis to ensure the Donation Centre is fully operational during opening hours.
- Be responsible for all Donation Centre volunteers. This will include recruiting, inducting, managing, motivating and training to ensure a positive working environment.
- Identify the specific roles and tasks required for the Donation Centre operation and assign tasks in accordance with business requirements.
- Take responsibility for any difficult volunteer management issues where volunteers are not complying with good customer practice and teamwork and manage this effectively finding solutions where possible.
- Implement appropriate training and support for all volunteers to ensure they adhere to all guidelines and legislation including Manual Handling, Health and Safety and GDPR.
- Ensure that all charity policies and operating procedures are communicated effectively to all volunteers and are maintained and followed in a consistent manner.
- Maintain and update our volunteer management system, Assemble.

Customer service

- Create a welcoming professional atmosphere and deliver high standards of customer service for all donors, customers and supporters.
- Manage complaints effectively and efficiently, escalating to Head Office where they cannot be resolved at a local level.
- Monitor and respond to feedback and ensure it is shown to the team so that improvements can be made.

Other duties

- Deliver key business insight to drive improvements through analysis.
- Provide regular KPI and metric reports on income to inform future decision making and planning.
- Undertake additional duties outside the key job duties within the team and across the charity, as the charity may reasonably require.

Qualifications

- Ideally educated to A Level or equivalent, or have experience in a similar role at a similar level.

Knowledge and experience

- Previous experience in a warehouse or distribution role, ideally within a retail or charity environment.
- Commercial awareness to help build and drive sales coupled with the determination and motivation to help build and drive our retail distribution network.
- Experience of leading a team of employees and/or volunteers including recruitment and development.
- Knowledge and experience of effective stock rotation and management.
- Experience of working on own initiative and taking accountability for all aspects of day to day operational management.

Skills and abilities

- Strong IT and analytical skills and proficient with Microsoft Office suite.
- A good understanding of the retail customer journey and the tools available to drive retail logistics.
- Highly organised with good time management skills and the ability to prioritise own workload to meet deadlines.
- Excellent communication and interpersonal skills.
- Ability to lead teams, providing support, motivation and encouragement.
- Strong ability to motivate self and others.
- Ability to use own initiative and formulate new ideas.
- Resilient and adaptable to change.
- Strong written and numerical skills.
- Demonstrably strong planning, guiding and motivation skills to successfully achieve targeted income is desirable.

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.

Other requirements

- Proof of your eligibility to work in the UK.
- Professional qualification check and DBS check (to be undertaken once the role is offered and accepted).

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	<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>

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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