

Are you a Retail Leader with a Passion for People?

About Cancer Support Yorkshire

Join our mission to ensure no one faces cancer alone. For over 30 years, Cancer Support Yorkshire has been a vital source of comfort and support for individuals and families affected by cancer. Every partnership, donation, and event directly funds our essential services, from counselling to welfare rights advice. This isn't just a job; it's an opportunity to be at the heart of our community, building relationships that change lives and offer hope.

Join Cancer Support Yorkshire as our new Charity Shop Manager

This isn't just a retail job; it's a chance to make a tangible difference in the lives of people affected by cancer. We're looking for a driven, compassionate leader to manage one of our charity shops, maximizing sales and creating a welcoming, thriving environment for our community of customers and volunteers.

Job Title: Charity Shop Manager

Working Hours: 37 hours per week

Salary: Competitive, based on experience

Location: Skipton, West Yorkshire

Reports to: CEO

What You'll Do

As our Shop Manager, you'll be responsible for the full operations of the store. Your day-to-day will be dynamic, but your main goal is clear: increase sales and profitability to directly fund our vital support services.

- **Lead the Business:** Take ownership of the shop's financial performance. You'll analyse sales data, manage budgets, and find creative ways to grow revenue, including through our e-commerce platforms and social media channels.
- **Empower a Team:** Recruit, train, and inspire our dedicated team of volunteers. You'll foster a supportive, inclusive, and high-energy culture, making sure everyone feels valued and motivated.
- **Elevate the Brand:** Maintain impeccable standards of visual merchandising and cleanliness. You'll use your creative flair to design captivating displays that attract customers and showcase our donations.
- **Manage Operations:** Oversee the entire stock journey, from sourcing donations and managing stock levels to pricing and preparing items for the shop floor. You'll ensure backroom operations run smoothly so the front of the shop can shine.

Who We're Looking For

You are a proactive, empathetic, and highly organized individual with a strong retail background. You have a knack for leadership and a passion for our cause.

Essential Skills and Qualities:

- **Proven Retail Experience:** A track record of success in retail management, ideally with experience in the fashion or charity sector.
- **Leadership Skills:** Excellent at recruiting, motivating, and managing a team, especially volunteers.
- **Business Acumen:** Strong financial management skills and the ability to analyze data to drive performance.
- **IT Proficiency:** Comfortable using IT systems, including point-of-sale (EPOS) software and e-commerce platforms like eBay.
- **Problem-Solving:** The ability to think on your feet, handle challenges with a positive attitude, and resolve conflicts effectively.
- **Flexibility:** Willingness to work flexible hours, including weekends and bank holidays as needed.

If you are a natural leader who can blend business savvy with a compassionate heart, we would love to hear from you. Your work will directly support local people affected by cancer.

Person Spec

Here is a comprehensive person specification table for the Charity Shop Manager role at Cancer Support Yorkshire. It's designed to be a clear and easy-to-read checklist for evaluating candidates.

Person Specification: Charity Shop Manager

This table outlines the essential and desirable skills, knowledge, experience, and personal qualities required for the role of Charity Shop Manager. Candidates will be assessed against these criteria during the selection process.

Criteria	Essential (E)	Desirable (D)	How Assessed
Experience & Knowledge			
Proven experience in a retail management role	E		Application, Interview
Experience leading and managing a team, including volunteers	E		Application, Interview
Experience with visual merchandising and stock management	E		Application, Interview
Knowledge of basic accounting and financial procedures (e.g., cash handling, banking)	E		Application, Interview
Experience with e-commerce platforms (e.g., eBay) and social media for business	D		Application, Interview
Understanding of health and safety, and safeguarding procedures	E		Application, Interview
Skills & Abilities			

Criteria	Essential (E)	Desirable (D)	How Assessed
Strong leadership and motivational skills	E		Application, Interview, References
Excellent communication and interpersonal skills	E		Interview, References
Ability to work independently and take initiative	E		Application, Interview, References
Strong organizational and time management skills	E		Application, Interview
Proficiency in IT, including POS systems and Microsoft Office/Google Workspace	E		Application, Interview
A proactive and creative approach to problem-solving	E		Interview
Ability to analyze data and make informed decisions	E		Interview
Personal Qualities			
A strong commitment to the mission of Cancer Support Yorkshire	E		Application, Interview
High degree of empathy and compassion	E		Interview

Criteria	Essential (E)	Desirable (D)	How Assessed
Adaptable and flexible with a willingness to work weekends and bank holidays	E		Interview, References
Reliable and trustworthy	E		Interview, References
A positive and resilient attitude	E		Interview
Ability to maintain confidentiality and handle sensitive information	E		Interview, References
Qualifications			
Retail management or business-related qualification		D	Application
Relevant training in first aid, health and safety, or safeguarding		D	Application