

Job Description

This is a unique and dynamic role that blends commercial retail success with community-focused engagement. Cancer Support Yorkshire are revitalising our work in Skipton and opening a new CSY hub next to our established charity shop. We are looking for a versatile leader to advance this exciting new chapter.

Post	Shop and Activity Manager
Location	Preloved Shop and Activity Hub, Skipton
Salary	£ 28,477.32
Hours	37 hours per week
Accountable to	CEO
Responsible for	Volunteers
About the role	
Are you a retail leader with a passion for people and community impact? CSY is looking for a multi-talented Shop and Activity Manager to lead our local hub. This dual-focus role is the heartbeat of our presence in the community—you will drive retail excellence to fund our mission while simultaneously planning and delivering activities that engage our supporters and service users.	
Key Responsibilities	
1	<p>Retail Excellence & Operations</p> <ul style="list-style-type: none"> • Daily Management: Lead all shop operations, including opening/closing, secure cash handling, banking, and maintaining a safe, welcoming environment. • Commercial Growth: Drive sales to meet KPIs and targets through effective stock sourcing, sorting, and strategic pricing. • Visual Merchandising: Ensure high standards of shop floor presentation to boost brand awareness and customer flow. • Compliance: Maintain rigorous standards for Health & Safety, Trading Standards, and Gift Aid compliance (including PAT testing). • eBay: To oversee photographing and packaging CSY's eBay merchandise.
2	<p>Activity & Event Coordination</p> <ul style="list-style-type: none"> • Programme Delivery: Plan and execute a calendar of community programs and fundraising events to meet organisational goals. • Stakeholder Engagement: Act as the face of CSY, cultivating relationships with donors, partners, and community members to drive engagement. • Marketing: Utilise social media and local networks to promote both shop sales and community activities. • Financial Oversight: Manage activity budgets and provide impact reports to senior management
3	<p>Leadership & People Management</p> <ul style="list-style-type: none"> • Volunteer Empowerment: Recruit, train, and inspire a diverse team of volunteers, ensuring robust rotas for both the shop and community activities. • Performance: Foster a culture of initiative, high-quality service, and commitment to CSY's values.

Person Specification	
Experience & Qualifications	<ul style="list-style-type: none"> • Education: GCSE Grade C (or equivalent) in English and Maths. • Management: Minimum of 2 years of management experience in the retail sector (charity or fashion background preferred). • Community/Events: Proven experience in project management, event coordination, or managing community-led programs. • Finance: Demonstrable experience in cash handling and budget monitoring.
Skills & Attributes	<ul style="list-style-type: none"> • Communication: Exceptional interpersonal skills with the ability to engage with diverse audiences, from donors to service users. • Organisation: A master of multi-tasking who can manage inventory, logistics, and event timelines simultaneously. • Technical Proficiency: Skilled in Microsoft Office (Word, Excel, Outlook) and comfortable using CRM systems and social media. • Physical Resilience: Ability to handle, lift, and move donated stock and event equipment regularly. • Flexibility: A "can-do" attitude with the willingness to work occasional evenings or weekends to support events.
General Requirements	<ul style="list-style-type: none"> • Eligibility to work in the UK • Demonstrate understanding and commitment to equal opportunities and diversity • To always work within Cancer Support Yorkshire's policies and procedures