

**CANDIDATE
INFORMATION PACK
SHOP MANAGER
(Retail)**



IN THIS PACK:

- Welcome
- Charity Overview
- About the Trading & Operations Team
- Role Profile
- Staff Benefits
- How to Apply

Follow us



WELCOME



"I'm delighted you're considering joining us at Cancer Research UK. This pack aims to help you understand a little bit more about what it's like to work in our Retail team."

Here at Cancer Research UK we are a collective force, leading pioneering life-saving research. Each day, creating more tomorrows. Across the UK we fund more than 4,000 scientists, doctors and nurses based in hospitals, universities and specialist research institutes. Our scientists are dedicated to improving our understanding of cancer and investigating how best to prevent, diagnose and treat different forms of the disease. Our extensive research programme is entirely funded by donations from the general public.

Our shops are crucial to Cancer Research UK. With more than 600 of them across the UK, they're a major source of the fundraising that will help us beat cancer sooner. And they're also the places where the world gets to meet our people, understand our brand, and see some of the great things we do.

Working in a Cancer Research UK shop, you'll be choosing a retail career with a difference. It's a busy, vibrant environment with varied and interesting work, and you'll be surrounded by people who are as dedicated as you are. What's more, it's a job you can be proud of, because you'll know that everything you're doing is not only changing your life, but helping change other people's lives too.

If you share our vision, and are a talented, ambitious individual, we'd love you to get in touch. I look forward to hearing from you.

Julie Byard

Head of Retail Operations

CHARITY OVERVIEW

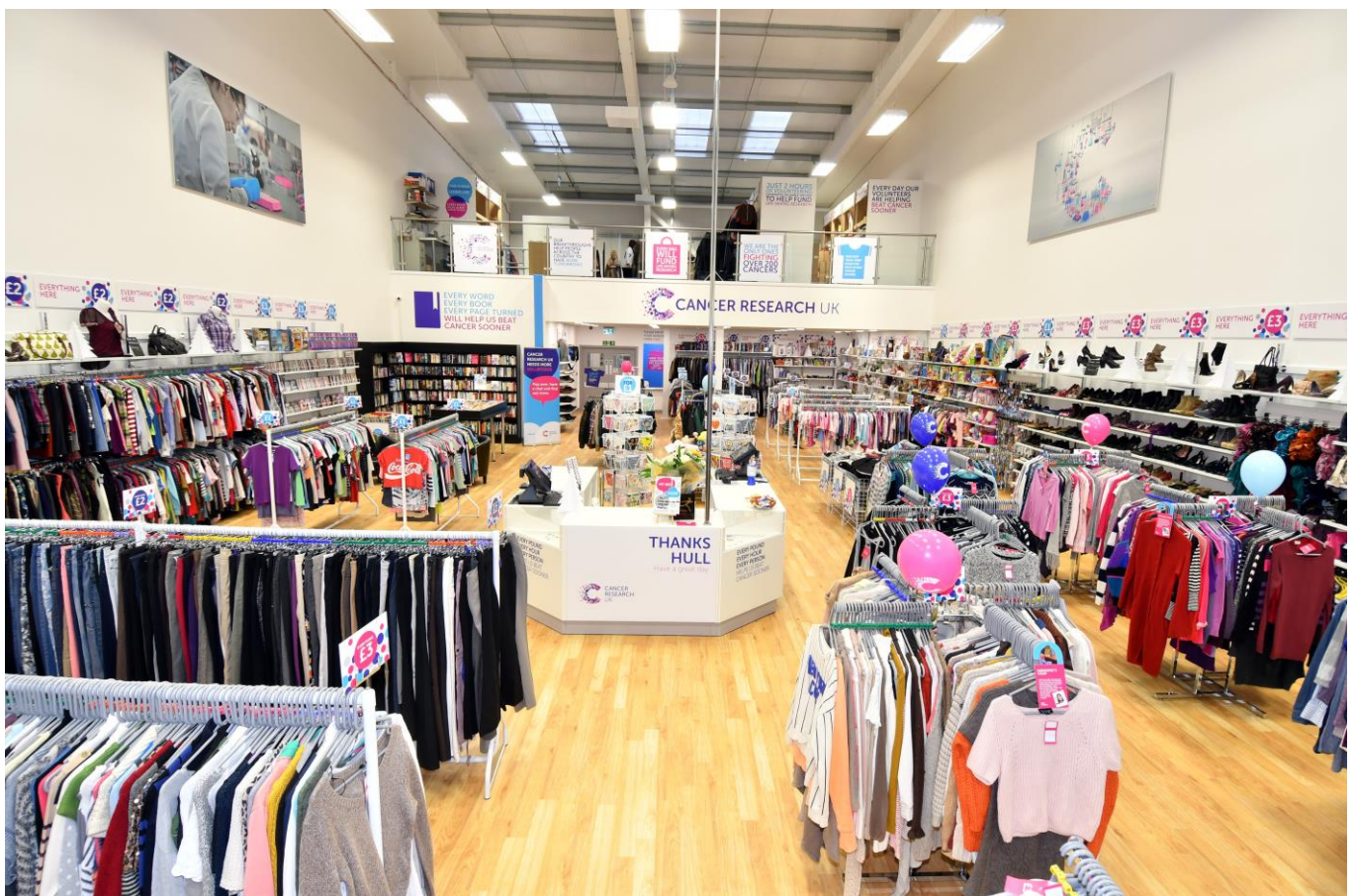
Cancer Research UK is a life-saving organisation. Our pioneering research delivers the breakthroughs which prevent, control and cure cancer. From our volunteers and supporters to our scientists and our doctors and nurses, we're all here to save more lives. Together, we're leading the world in discovering and developing newer, kinder treatments, and getting closer to cures.

We believe in our vision: to bring forward the day when all cancers are cured. It's big and audacious, but we have a plan of attack, and day by day, we are breaking down cancer. This is what motivates and unites us and underpins our beliefs:

**Be Sharp
Be Brave
Be United**

Our understanding of cancer is increasing at a faster pace than ever before. More and more people are surviving thanks to the work we do. Every step we take towards beating cancer relies on every pound, every hour and every person, and our 4,000 people work relentlessly every day towards this goal. Every day we make extraordinary progress by being bold, ambitious, innovative and imaginative in our quest to beat cancer sooner.

Please visit [CRUK.org](https://www.cruk.org) for more information about the charity, our purpose, our stories, and our work leading pioneering, life-saving research to beat cancer sooner.



ABOUT THE TRADING & OPERATIONS TEAM

What we do

- Around 87% of our income comes from unwanted items mainly donated to us mainly by the public
- We support other areas of the charity to reach their aims
- Our shops are often the hub of local community and **contributed over £22.7m** last year
- The work couldn't be done without **17,000 volunteers**

Our Aims

- **Increase our contribution to the Charity**
- **Increase profit ratio**
- **Grow income by 3%**

Why we do it

- Act as the "Face of Cancer Research UK"
- Raise public awareness of our campaigns
- We can raise awareness by lobbying government or distributing leaflets in our shops
- Our shops and website provide Cancer Research UK with income from sales and cash donations

To find out more visit...
cruk.org/workinourshops



ROLE PROFILE

Role Title: Shop Manager	Grade: RETOC
Reports to: Area Manager	Notice Period: 1 Month
Direct Reports: Shop Staff & Volunteers	
Directorate and team: Fundraising & Marketing	Date: January 2017
Summary of the Role's Main Purpose: - Responsible for the day to day running of the shop, meeting agreed sales targets and maximising profit to increase the overall contribution of the shop. - This role is instrumental to ensuring the shop is at the hub of the local community, acting as the face of Cancer Research UK and raising public awareness of our campaigns.	

Key Responsibilities:

Sales and Profit:

- Achieve agreed sales targets and maximise profit through effective cost control
- Effectively analyse shop financial data to take the appropriate action
- Ensure that a standard of excellence is maintained at all times with regard to customer service and supporter care
- Implement all directives from Head Office
- Generate additional income using local corporate contacts and media

Stock Management (Donated and New Goods)

- Generate quality donated goods to achieve the agreed processing targets, in order to maintain shop density levels, whilst complying with national pricing guidelines
- Minimise stock loss of new goods through effective management and control of administration procedures, including quarterly stock take
- Ensure that effective processing systems are in place within the stockroom to support the needs of the sales floor
- Follow agreed Cancer Research UK procedures on stock management throughout the sales floor and stockroom, whilst maintaining compliance with Health and Safety regulations

Shop Standards:

- Maintain a high standard of merchandising and display (to include new goods and donated), both windows and in-store, complying with Cancer Research UK guidelines
- Ensure national basic standards and high levels of cleanliness are consistently maintained at all times

Administration:

- To comply with Cancer Research UK financial and administration procedures as detailed in the Shops Operations and Administration manuals and directives within agreed timescales
- To manage paperwork ensuring that effective filing systems are maintained

Security and Health and Safety:

- Ensure that all Cancer Research UK security procedures and policies are correctly followed at all times

- Comply with Cancer Research UK Health and Safety policies and instructions
- Ensure manual handling guidelines are followed

People Management

- Effectively recruit, develop and retain both paid staff and volunteers; ensuring that they have sufficient training and knowledge to maximise their potential
- Keep the shop adequately staffed at all times, including days off, lunch breaks and holidays, in order to maintain levels of service.
- Carry out annual appraisals and regular performance reviews for paid staff
- Manage all staff in accordance with CR-UK's policies and procedures
- Ensure that instructions and information from Head Office are communicated to all staff and actioned on a regular basis using the appropriate communication tools

Other

- Keep up to date with Cancer Research UK's wider activities, engaging and supporting with fundraising initiatives
- Be willing to Travel to meetings and training sessions as required
- Build and develop positive internal and external relationships to insure maximum income for the Charity
- Be willing to work additional hours and to perform additional duties as and when required

Key Technical Skills, Knowledge and Behaviours

- Excellent interpersonal skills
- Flexible attitude and adaptable to change
- Ability to use own initiative
- Good time management and prioritisation skills
- Ability to work effectively under pressure
- Ability to effectively organise and plan
- Good written and numeric skills
- Leadership and drive

Essential Experience:

- Commercial awareness
- Experience of working in high street retail fashion
- Experience of managing a diverse team of people
- Experience of working with sales and profit targets
- Experience of using computers for business purposes

WHAT WE CAN OFFER YOU

Pay

Our pay system is designed to attract and retain the most talented and dedicated employees. We aim to be competitive in the market whilst ensuring we are affordable to the charity keeping our research and supporters front of mind. We review pay annually which aims to recognise individual performance and achievements.

Pension

Here at Cancer Research UK, our Retirement Plan offers all of our employees a flexible way to build a pension fund no matter which stage of your career you're at. Our retirement plan offers you choice, control, financial benefits and valuable protection benefits. It is a defined contribution plan, which means contributions paid into the plan by you and by Cancer Research UK are invested in the funds you choose—you can have as little or as much control over this as you want.



Annual Leave

We have a generous annual leave entitlement of 25 days a year.

Learning & Development

CRUK offers a wide ranged careers and personal development opportunities; form a series of talent programmes to accelerate the progression of those with leadership potential and skills building programmes targeting all levels. Access to coaching, mentoring, secondments and experimental learning ensures that all staff are given the opportunity to develop and grow.

Health and Wellbeing

We offer discounted access to Benenden health as well as occupational health and mental wellbeing support, online health assessment tools and discounted onsite osteopath and massage services. Our confidential employee assistance programme is available to all to provide support for any concerns in your work or personal life. In addition, we have a range of sports and societies on offer, to support employees toward a healthy work/life balance.



Supporting our employees through cancer

We work with an organisation called Working with Cancer, to provide support to those returning to work following a cancer diagnosis. Working with Cancer offers counselling services and advice to employees with cancer about returning to work, or remaining in work, at any stage during or after cancer treatment. The service also provides support to managers to help them understand the best way in which they can help their team members.



And Much More

Discounts and Savings, Childcare Vouchers, Cycle2Work, Season Ticket Loans, Advice Services, Life Assurance and more.

HOW TO APPLY

We're looking for life changers; people who are brave, sharp and committed, with the skills and abilities to make a difference. If that sounds like you, we'd love to hear from you. Because the sooner we begin working together, the sooner we will beat cancer.

To apply for a role on our website, or to sign up for job alerts you'll need to [create a profile](#) with your personal contact details then upload a cover letter and CV.

By creating a job profile, you will become active in the Cancer Research UK candidate pool which we can use to search for candidates. You can choose to be notified if there are any new job postings that match your profile.

Some vacancies require you to answer additional questions before you can submit your application. You can edit and view a summary of your profile before sending the application.

If you experience any problems submitting an application please email recruitment@cancer.org.uk.

