



Recruitment Information Pack

**Assistant
Shop Manager**





Contents

Introduction	2
Our Story to Date	3
Our Mission	4
Our Vision	4
Our Values	4
Our Strategic Objectives	5
Charity Behaviours	6
What is a Cancer Focus Northern Ireland Therapeutic Support Centre?	7
Organisational Structure	8
Job Description	9
Person Specification	12
Additional Information	13

Introduction

Dear Applicant

Thank you for your interest in the role of

Assistant Shop Manager


at Cancer Focus Northern Ireland. This Information Pack includes information about Cancer Focus NI, sets out the process for recruitment and outlines the qualifications, skills and experience we are seeking.

Cancer Focus NI is a local voluntary organisation that aims to eliminate cancer, where possible, and reduce its impact on our society. We were Northern Ireland's first cancer charity and in 2019 we celebrated our 50th Anniversary. Since our founding we have had four main pillars of endeavour: **cancer prevention, services to people affected by cancer, funding local cancer research and campaigning and advocacy work.** While we have stayed true to our founding principles, how we have delivered on our mission has grown and developed over the years.

We invite you to read through this Information Pack and understand more about the role and the person we are looking for. If you wish to apply for this role, please ensure you submit an up-to-date, accurate copy of your CV and cover letter before the application deadline.

The change and impact we make is defined about how we work and what we value. If you feel you have the relevant skills, qualifications, experience and shared values base for this role, we would very much welcome your application.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Richard Spratt', with a stylized flourish at the end.

Richard Spratt
Chief Executive

Cancer Focus NI

Our Story to Date

Cancer Focus NI was established in 1969 initially to fund cancer research in Northern Ireland. The founding members very quickly realised that while local cancer research was needed, there was a similar pressing need to inform the public about the causes of cancer and how they could reduce their risk.

There were also people living with the disease for whom there were few options for support and advice. It was likewise recognised that to deliver real change we need effective public health policies and provision.

The four pillars of endeavour were thus formed and still shape our work today. The charity was originally called the Ulster Cancer Foundation. We changed our name in 2012.

In 2023, we launched our new five year strategy to support local people on their cancer journey. Our goal in the next five to seven years is to open five Therapeutic Support Centres in towns and cities across Northern Ireland.



Mission

Supporting local people on their cancer journey; we will work to reduce the risk, impact, and outcomes of all cancers.

Vision

We want people to live their most fulfilled lives with access to world-leading, equitable cancer support, treatment, diagnosis, prevention, and research.

Values

Our guiding principles will shape the future direction of our charity.

Innovative

We will develop a range of quality cancer support services and health improvement initiatives that are evidence-based and pioneering.

Compassionate

We will continue to provide free services to help support local people on their cancer journey.

Bold

We will not be afraid to make difficult decisions and take courageous actions in the interests of local people.

Connected

We will connect and collaborate with local communities and sector partners including the Department of Health, Public Health Agency, Health Trusts, and other charities to create a fairer and healthier society.

Honest

We will be transparent in our work, show respect for those we meet, and highlight our impact at all times.

Our Strategic Objectives

To Be Your Local Cancer Voice

Be an effective advocate, operating in local communities and speaking up for all people with cancer in Northern Ireland.

To Prioritise Healthy Living

Increase public awareness of how to reduce the risk of cancer and promote healthier living.

To Champion Local Research

Fund world-class, innovative cancer research.

To Sustain Our Impact

Grow local support for our work and services.

Charity Behaviours

At the core of our charity's work, we will...

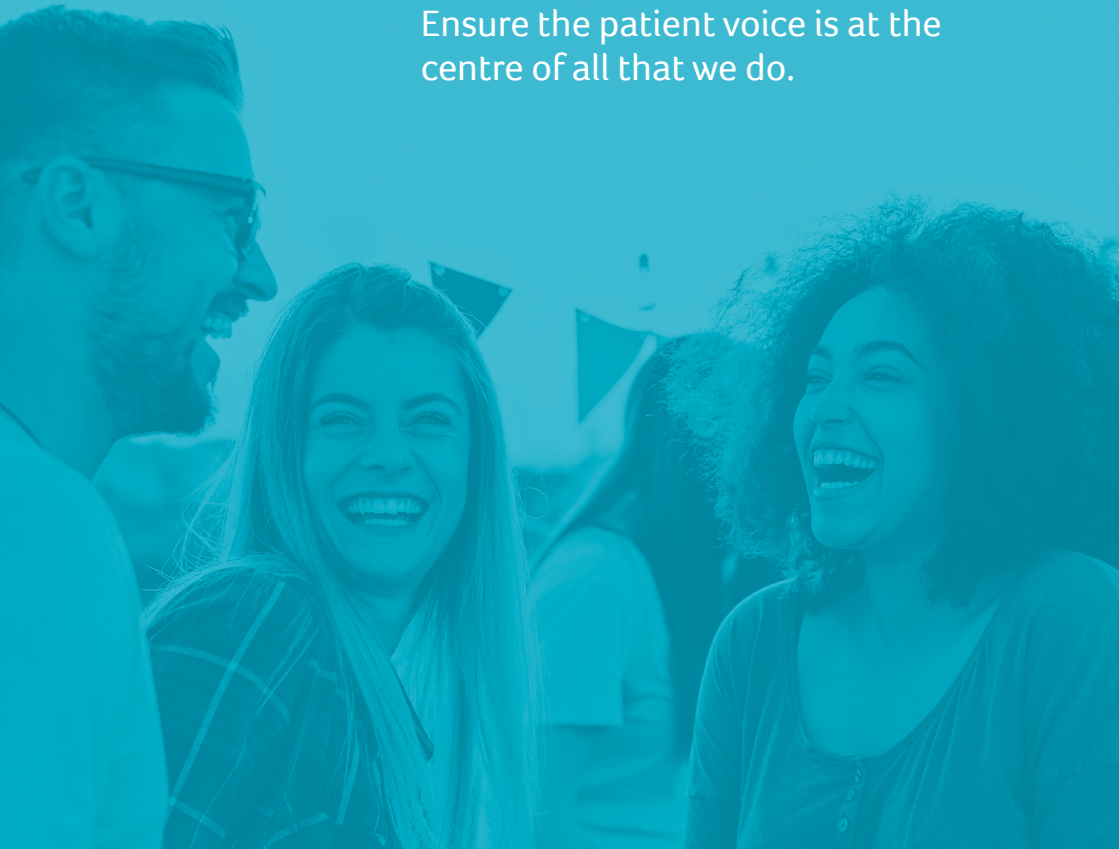
Be community focused and people centric.

Tackle health inequality in all aspects of our work.

Reach out to those on the margins in 'hard to reach' communities.

Work sustainably with environmental consciousness in all that we do.

Ensure the patient voice is at the centre of all that we do.



What is a Cancer Focus Northern Ireland Therapeutic Support Centre?

At its core, Cancer Focus Northern Ireland's future strategy is to create spaces and environments that radiate a sense of sanctuary and welcome.

We envisage places of community that those on a cancer journey feel drawn towards and are not intimidated by. Our Support Centres will be strategically placed across Northern Ireland. They will provide flexibility in how people engage, from being able to drop-in and have a coffee with a cancer specialist to availing of more tailored, structured individual or group therapeutic support. Most importantly, we want people to experience and have access to a place of social connection and to have the opportunity to participate in and be part of a community where they feel comfortable and understood.

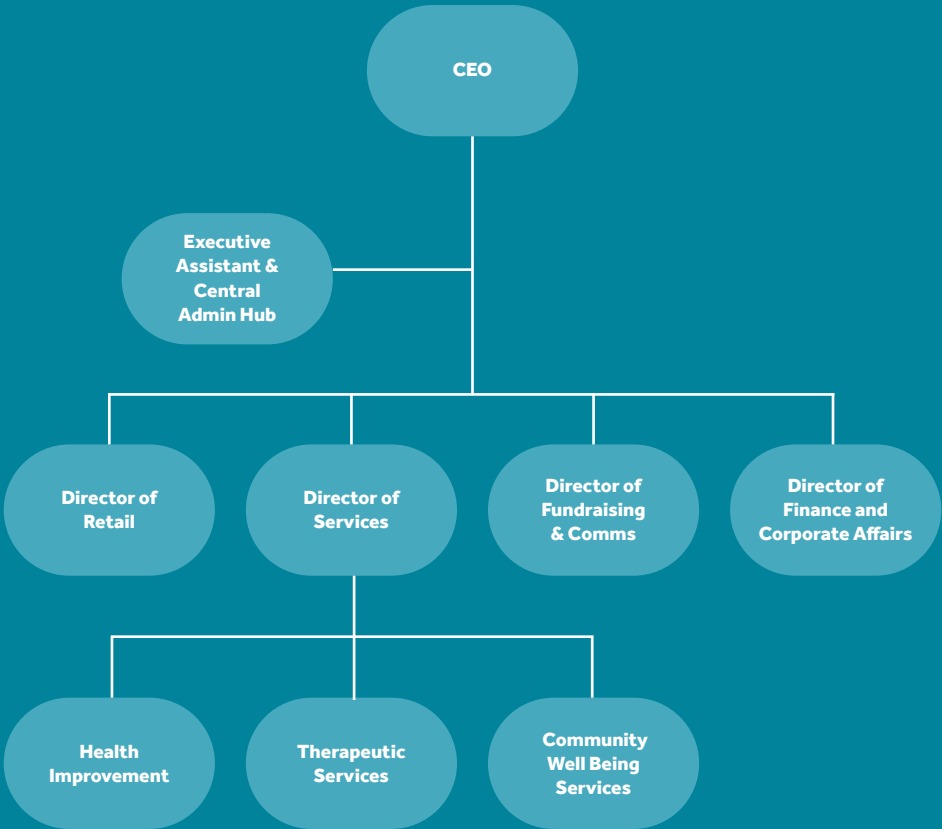
The look and feel of our Centres will be crucial to how patients and service users will interact with them. They will be thoughtfully and carefully designed to ensure that visitors experience a sense of being apart from the clinical environment of a hospital, or the hustle and bustle of everyday life.

It is important to us that they are close to, but separate from, the places of diagnosis and treatment.

The Centres will offer space and opportunity for relaxation, reflection and solace as well as providing emotional and practical support along with access to information and advice relevant to the needs of each person and their family.

Every visitor who will cross the doorstep of a Cancer Focus Northern Ireland Therapeutic Support Centre will have their own story, their own set of unique fears, hopes and aspirations. We will welcome everyone as they are and where they are, when they take the courageous step to come in. We will be rooted in communities and equipped to embrace and provide the support network required for every person who invites us to join them on their cancer journey.

Organisational Structure



Job Description

Assistant Shop Manager

Responsible to: Shop Manager

Hours: 35 per week over 5 days between Monday – Saturday.
Day off TBC.

Location: Ballyhackamore, Belfast

Campaign

Service/Cause: Retail Operations

Remuneration: £21,567

Overall Purpose of Post

- To assist with the running of the shop with the aim of achieving optimum profit by maximising sales and controlling direct shop expenses.
- To assist with the management of staff and volunteers in order to ensure the efficient running of the shop.
- To ensure financial procedures are adhered to regarding cash handling, banking and associated administration.
- To promote and manage Gift Aid in order to drive additional income for Cancer Focus NI.

Key Responsibilities

Finance and Security:

- Drive sales and control costs to ensure that sales and profit targets are achieved.
- Review Profit and Loss report with Branch Manager.
- Ensure cash handling, banking and till procedures are adhered to in accordance with the Cancer Focus NI cash and security rules.

Commercial:

- Review weekly departmental sales and action any required layout changes.
- Maintain high standards of merchandising and display.
- Provide excellent customer service and promote best practice within the shop.
- Implement seasonal layout and window displays to maximise sales.
- Ensure Cancer Focus NI information leaflets are on display and easily accessible.

Operations:

- Encourage donations and prepare stock to ensure that the shop is stocked to agreed levels.
- Price stock in order to return maximum income for the shop.
- Liaise with Retail Office for donation pick-ups or deliveries.

Human Resources:

- Support Shop Manager in the recruitment, training and development of volunteers.
- Communicate and motivate volunteers to ensure high morale.
- Manage and delegate tasks to volunteers and provide feedback or any concerns to the Shop Manager.
- Participate in all relevant training and initiatives provided by the charity.
- Be prepared to work at various locations as required.

Gift Aid:

- Promote donor sign-ups for Gift Aid and input all Gift Aid donors' personal details to ensure data protection and accuracy.
- Process Gift Aid items with correct individual barcode and price accordingly. Review weekly Gift Aid report with the Shop Manager.

Management Reporting:

- Complete End of Day procedures and run daily departmental reports.
- Complete Weekly Sales summary and return to the Retail Office with all till and banking slips in the absence of the Shop Manager.
- Report Weekly Sales total to Head of Retail each Friday in the absence of the Shop Manager.
- Read Weekly Report email and communicate any concerns or queries with Shop Manager.

This Job Description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

Person Specification

Assistant Shop Manager

The Personnel Specification shows essential skills, abilities, knowledge and/or qualifications required to be able to carry out the duties of this post. Therefore, please address in a covering letter, each criterion listed in the specification, drawing upon all your experience, whether in paid employment or on a voluntary basis.

Essential Criteria

- Management / supervisory retail sales experience in the fashion / clothing trade.
- Computer literate with capability to complete weekly admin processes.
- Cash handling and till experience
- Excellent customer service
- Good merchandising and display skills
- Excellent communication skills

Desirable Criteria

- Experience of working in charity retail.
- Good leadership skills with the capability to motivate and train Volunteers.

Additional Information

Terms and Conditions of Employment

- Successful applicants must provide proof of their right to work in the UK. (This will be evidenced in the first instance by being in possession of a British or Irish passport or a valid UK Work Permit).
- Satisfactory reference checks.
- Up to 12 months probationary period.
- Evidence of appropriate vehicle documentation i.e. driving licence and insurance cover must be provided where the role necessitates travel on company business in own vehicle.

Cancer Focus Northern Ireland has a written policy on the Secure Handling, Use, Storage and Retention of Disclosure information.

Additional Information

Benefits

- 25 days Annual Leave, plus 12 statutory days (pro rata for those working less than 35 hours per week)
- Two additional days of annual leave after five years' service and a further three days after ten years' service
- Benenden Health Package
- Enhanced Maternity / Adoption Pay
- Enhanced Occupational Sick Pay Scheme
- Contributory Pension Scheme
- Employee Assistance Programme (EAP)
- Cycle to Work Scheme
- Mileage Allowance at the prevailing HMRC rate
- Life Assurance

Disability

Cancer Focus NI is an Equal Opportunities Employer and all applications in accordance with the Disability Discrimination Act a person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact us so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Cancer Focus NI is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Application Process

The closing date/time for submission of CV and cover letter is
6th November 2023

Interviews to commence: w/c 13th November 2023

If you would like to apply for this role, please submit an up-to-date copy of your CV and cover letter before this date/time to:
hradmin@cancerfocusni.org or, mailed to:

**Human Resources, Cancer Focus NI,
40/44 Eglantine Avenue, Belfast, BT9 6DX**

We cannot accept Applications received after the closing date/time.

Guidance Notes on Applying for our role

- Please ensure your CV is up-to-date and accurate. Cancer Focus NI will not make assumptions from the title of your post(s) or the nature of any employing organisation(s) as to your skills and experience gained.
- If you do not provide sufficient detail, including the appropriate dates needed to meet any eligibility criteria, your application may be rejected.
- ONLY the details provided by you in your CV and cover letter will be used for determining your eligibility for the post/shortlisting purposes.

Contact Details

If you have any queries regarding the recruitment process, please contact Gwyneth Richards (hradmin@cancerfocusni.org) or phone 028 9066 3281.



Cancer Focus Northern Ireland
40-44 Eglantine Avenue
Belfast BT9 6DX

T: 028 9066 3281
E: hello@cancerfocusni.org
www.cancerfocusni.org



Charity No: NIC 101307

