Donations Hub Stock Assistant

Flexible full-time and part-time opportunities

Do you know your luxury brands from your high street labels? Love vintage, second-hand fashion or spotting a hidden gem?

We're looking for enthusiastic, reliable people to join our Donations Hub team at Fight for Sight, helping us sort and process donations from our 13 charity shops and identify the best pieces for resale.

From everyday fashion to vintage finds, designer labels and unusual treasures, you'll help ensure donated items reach the right sales channels, whether that's our charity shops, eCommerce platforms or pop-ups and events.

You don't need previous charity retail or warehouse experience. We're particularly interested in people with an eye for fashion, who recognise different brands and enjoy second-hand shopping. Familiarity with platforms such as Vinted, Depop or eBay could be valuable. Training and support will be provided.

We offer on-site paid opportunities with flexibility around working patterns, subject to operational requirements and agreement. This could suit people balancing studies, other commitments or additional work.

About our mission...

Imagine being told that you, or someone you love, is losing their sight. In that moment, two profound questions demand urgent answers:

- Can this be stopped?
- How will I live my life?

Currently, research into preventing and treating sight loss is chronically underfunded, receiving a mere 1.2% of publicly funded health research grants: people who are blind or vision impaired are three times more likely to experience loneliness and isolation than the general population.

We find and fund the brilliant minds and bright ideas that put change in sight. Our researchers are at the forefront, making breakthroughs and discoveries that will prevent, treat and cure eye disease. The partnerships we build and initiatives we support are changing life for blind and vision impaired people.

We are Fight for Sight: we won't stop until we: **Save Sight. Change Lives.**

We have a clear ambition and have the support of well-respected and highly engaged ambassadors. We are now looking for experienced, committed, and creative individuals to join our dynamic team to help realise a new five-year growth strategy. **If you want to be part of something impactful, we'd love to hear from you.**

Role Details

Job Title

Donations Hub Stock Assistant

Responsible to

Donation Hub & Ecommerce Manager

Direct Reports

None. May provide practical support to volunteers as required.

Working Hours

Flexible full-time and part-time opportunities, with hours and days agreed to meet operational needs. Full-time hours are 35 hours per week across a six-day rota.

Salary

Up to £23,132 per annum for full-time hours (part-time pro rata)

Location

Donations Hub, West Norwood, London SE27. Just a two-minute walk from West Norwood station, with direct trains to London Victoria and London Bridge.

How to Apply

Please submit your CV and covering letter to recruitment@fightforsight.org.uk with the subject header "Stock Assistant".

Your covering letter should explain why you are interested in the role, what makes you a suitable candidate and the relevant skills, experience, knowledge or interests you would bring to the position. We would also love to hear why you would like to work for Fight for Sight? (maximum two pages).

Closing Date: Rolling applications.

Early applications are encouraged. We will be interviewing on a rolling basis and may close the vacancy once suitable candidates have been appointed.

Important: All applicants must have the right to work in the UK. Unfortunately, we do not have a sponsoring licence for non-UK employees, which means that if you do not have a current, valid UK working permit, we will not be able to consider your application.

Purpose of Role

The Stock Assistant is responsible for supporting the efficient day-to-day operation of the Donations Hub, ensuring stock and donations are sorted, assessed, organised and distributed effectively across our charity shops, pop-ups and eCommerce channels to maximise their resale potential and generate income for Fight for Sight.

Working as part of the Donations Hub team, the postholder assesses donations received from our charity shops and community partnerships, identifying suitable items for resale and categorising stock by brand, quality, condition,

seasonality and potential value. Non-sellable stock is separated for recycling or waste disposal in line with operational guidelines.

The role requires attention to detail, an interest in fashion and second-hand goods, and the ability to work efficiently while maintaining high standards of stock quality.

Alongside stock processing, the postholder supports stock preparation and distribution, general warehouse operations and the maintenance of a safe, organised working environment.

Key Responsibilities

Stock Sorting, Processing and Identification

- Receive and process donated clothing, footwear, accessories, homewares and other items from our charity shops, community donations and corporate partnerships.
- Sort and assess donated items according to their quality, condition, seasonality and potential resale value.
- Recognise fashion brands and categorise clothing according to our Value, High Street and Top High Street classifications.
- Identify designer, vintage, collectible and other high-value or specialist items for eCommerce and other resale opportunities.
- Separate stock into appropriate categories for charity shops, eCommerce, wholesale, recycling or waste disposal in line with operational guidelines.
- Organise sellable stock by department and category to support efficient storage, allocation and distribution.
- Prepare and allocate stock to shops using pick lists and allocation sheets, ensuring items are correctly sorted, bagged and labelled.
- Process and label Gift Aid stock accurately to ensure eligible income is captured through the Gift Aid scheme.
- Ensure donations are processed accurately and within agreed operational timelines, working towards stock processing targets while maintaining quality standards.

Warehouse Operations

- Support the smooth day-to-day running of the Donations Hub, ensuring stock is received, stored, organised and distributed efficiently.
- Assist with loading and unloading vehicles, moving stock safely between processing, storage and dispatch areas.
- Maintain clean, safe and organised warehouse and storage areas, ensuring stock is stored correctly and remains accessible.
- Support effective stock rotation, stock control and the movement of goods across the retail network.
- Prepare stock for dispatch and ensure deliveries are ready within agreed operational timelines.
- Maintain accurate stock handling, movement and storage records, including supporting stock counts and warehouse administration where required.
- Assist with waste management and recycling processes in line with organisational procedures.
- Use warehouse equipment and systems safely and correctly, following established processes and operational guidelines.
- Report maintenance issues, operational concerns and stock discrepancies promptly to the appropriate manager.

Health and Safety

- Take responsibility for maintaining high standards of health and safety within the Donations Hub.
- Follow manual handling procedures and safe working practices at all times.
- Ensure walkways, fire exits and working areas remain clear and safe.
- Use personal protective equipment (PPE) where required.
- Report accidents, incidents, hazards and near misses promptly in line with organisational procedures.
- Support compliance with all organisational health and safety policies and procedures.

- Promote a safe and positive working environment for colleagues, volunteers and visitors.

Customer and Donor Support

- Provide a welcoming and helpful experience for supporters making donations directly to the Donations Hub.
- Assist with unloading and receiving community donations safely and professionally.
- Promote Gift Aid confidently and accurately where appropriate.
- Represent Fight for Sight positively and professionally at all times.
- Support positive relationships with donors, volunteers and colleagues.
- Assist with car boot partnerships to ensure the effective collection and processing of donated stock.

Teamwork and Values

- Work collaboratively with Donations Hub, retail, eCommerce and volunteer teams to support operational priorities.
- Provide day-to-day guidance, encouragement and practical support to volunteers and team members.
- Help ensure volunteers receive appropriate induction, training and development opportunities, working with the management team.
- Promote a respectful, welcoming and supportive working environment where everyone feels valued.
- Support effective communication across the Donations Hub team, sharing updates and raising concerns where appropriate.
- Lead by example, demonstrating integrity, accountability and Fight for Sight's values.
- Demonstrate reliability, flexibility and a positive attitude in a fast-paced working environment.
- Contribute to a respectful, inclusive and team-focused culture.

Flexibility

This is an on-site role. Working days and hours will be agreed according to the needs of the Donations Hub and the individual's availability.

The role description is a general outline of duties and responsibilities and may be reasonably amended as the service develops. The postholder may be required to undertake other duties as reasonably required from time to time.

Person Specification

Essential

- An interest in fashion, clothing brands, second-hand shopping or resale.
- Good attention to detail and willingness to learn stock categories and quality standards.
- Ability to carry out practical, hands-on work safely and efficiently.
- Reliability, teamwork and a willingness to follow processes and take feedback.
- Ability to organise tasks and work towards agreed processing targets.

Desirable, but Not Essential

- Knowledge of high street, designer or vintage brands.
- Experience of charity retail, fashion retail, stock sorting or resale platforms such as Vinted, Depop and eBay.
- Experience handling donated goods, stock categories or Gift Aid processes.

Employee Benefits

We value our staff and volunteers and want to make sure they are supported in their work.

Benefits include:

- A great team and a supportive working culture.
- Employer pension contributions matching up to 10%, and death in service cover.
- Generous parental leave.
- Flexible working arrangements where operationally possible.
- Apprenticeship scheme, study leave and financial support for training and development.
- Cycle to work scheme, eye test vouchers and a staff loan scheme.

- Access to an Employee Assistance Programme.
- An active Social Committee and staff events.

Accessibility

We believe in fostering an inclusive environment where all individuals, regardless of their abilities or circumstances, feel supported and valued.

If you have any accessibility requirements or specific needs that you would like us to accommodate during the application process, please let us know.

If you are unfamiliar with Microsoft Teams and would like to familiarise yourself with the platform before the interview, we are more than happy to arrange a short technical run-through to ensure your comfort and confidence.

Equal Opportunities, Diversity and Inclusion

Don't meet every single requirement?

At Fight for Sight, we are dedicated to building a diverse and inclusive workforce. If you're excited about this role but your past experience doesn't align perfectly with every item in the job description, we encourage you to apply anyway.

You may be just the right candidate for this or other roles that we have.
We have an inclusive and accessible recruitment process, including any adjustments required to support people from diverse community groups.

Other Information

We draw your attention to some important policies that govern the research our charity funds. You can find these on our website: www.fightforsight.org.uk