

Shop Manager – Portobello (Full Time)

Are you a dynamic, positive person looking for a retail role that's win-win?

We want your energy and enthusiasm, to help fulfil our mission to Save Sight. Change Lives. And in return we'll give you the chance to take a well-stocked, beautifully styled charity shop and make it a lively, well-loved hub for the Muswell Hill area.

Become a Fight for Sight shop manager to take our high street presence to the next level.

Regardless of whether you're currently a deputy shop manager or supervisor, whether you're in corporate or charity retail, we want to hear from you. If you're prepared to come in with ideas and energy, we'll offer you support and the opportunity to thrive in a retail career.

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.**

Responsible to

Commercial Manager

Direct reports

Assistant Shop Manager

Indirect reports

Team of volunteers

Working hours and contract

Permanent, Full time

35 hours, 5 days per week but flexible over a seven-day rota

Salary

£ 26.000 (depending on experience)

Location

Portobello Road

How to Apply

Please submit your CV and a covering letter to: recruitment@fightforsight.org.uk with subject header – Shop Manager (Full Time).

Your covering letter should include a supporting statement (max two pages) comprising why you think you are an ideal candidate for the role, what applicable experience you'll bring and why you want to work for Fight for Sight?

Closing date for applications: Rolling

Early applications are encouraged. We will be interviewing on a rolling basis; therefore, we will close the vacancy as soon as we have found the right candidate.

Important note: All applicants must have the Right to Work in the UK.

Unfortunately, we do not have a sponsoring license for non-UK employees which means that if you do not have a current, valid UK working permit, please do not apply, as we will not be able to consider your application.

Role Responsibilities

Purpose of Job

The Shop Manager is responsible for leading and delivering a successful, community-focused charity shop that generates sustainable income to support the charity's mission. The postholder will drive commercial performance, ensure operational excellence, develop and inspire a strong volunteer team, and build meaningful relationships within the local community.

The role requires confident leadership, sound judgement, resilience, and the ability to make informed decisions while maintaining a welcoming and positive shop culture.

Main Responsibilities

- Drive income and sustainable growth to maximise funds for the charity's cause.
- Take full accountability for shop sales, Gift Aid income, cost control, and overall financial performance.
- Deliver agreed income targets through effective stock management, merchandising, and pricing strategies.
- Analyse sales data and local trends to identify opportunities for growth and improvement.
- Ensure strong visual merchandising standards that enhance customer experience and maximise sales.
- Lead seasonal campaigns and promotions with creativity and commercial awareness.
- Monitor and control expenditure to protect profitability.
- Encourage Gift Aid sign-ups and ensure processes are followed accurately.
- Identify new income streams and partnerships that align with the charity's mission.
- Act decisively to address underperformance and implement improvement plans where required.

Operations

- Ensuring safe, compliant, and efficient day-to-day running of the shop.
- Take overall responsibility for the safe and compliant operation of the shop.
- Ensure adherence to health and safety legislation, safeguarding requirements, and charity retail standards.
- Maintain high standards of housekeeping, stock processing, and back-of-house organisation.

- Oversee stock rotation, waste reduction, and effective donation management.
- Ensure accurate cash handling, banking, and financial administration procedures.
- Manage rotas to ensure appropriate shop cover within budgeted hours.
- Maintain secure keyholding and opening/closing procedures.
- Ensure all policies and procedures are implemented consistently and fairly.

People

- Leading, developing, and supporting the Assistant Shop Manager and volunteers.
- Recruit, induct, and retain a diverse and inclusive volunteer team.
- Create a positive, respectful, and supportive team culture where everyone feels valued.
- Provide clear direction, regular feedback, and recognition to motivate the team.
- Ensure volunteers receive appropriate training and development opportunities.
- Address performance or conduct issues promptly and constructively.
- Promote wellbeing and maintain open communication across the team.
- Lead by example, demonstrating integrity, accountability, and professionalism.

Community

- Build relationships with local businesses, community groups, and supporters to increase donations and awareness.
- Ensure the shop provides a welcoming and inclusive environment for all customers and donors.
- Promote the charity's mission and impact confidently and accurately.
- Encourage community engagement through events, campaigns, and in-store initiatives.
- Handle customer feedback and complaints constructively, maintaining the charity's reputation.
- Identify opportunities for collaboration that strengthen local presence and support.
- Ensure the shop reflects the charity's values in behaviour, presentation, and service.

Other

- Adhere to Fight for Sight's vision, mission, and values.
- Commit to equality, diversity, and staff wellbeing.

Person specification - Desirable skills, knowledge & experience

Personal qualities

- Results-driven, able to measure and quantify own outcomes.
- Adaptable to changing landscape and evolving organisation.
- Willing and able to operate at pace in an organisation going through rapid change, using your initiative and delivering to tight deadlines
- Highly organised with ability to plan effectively and allocate resources appropriately.
- An understanding of and commitment to London's blind and partially sighted people.

Flexibility

The role description is a general outline of duties and responsibilities and may be amended as we grow. The post holder may be required to undertake other duties as may be reasonably required from time to time.

Employee benefits

We value our staff and volunteers and want to make sure that they are supported in their work. Other benefits we also offer are:

- A great team and a supportive culture
- Employer pension contributions matching up to 10%, and death in service cover
- Generous parental leave
- Flexible/hybrid working options
- Apprenticeships scheme, study leave and financial support for training & development
- Cycle to work scheme, eye test vouchers, and a staff loan scheme, access to an Employee Assistance Program
- An active Social Committee and staff events

Application & Interview process

See above (page 2) for How to Apply. Please note that we value the authenticity and individuality of our applicants and believe that your CV and cover letter should reflect your unique skills, experiences, and personality. Therefore, please refrain from using AI tools, including ChatGPT, to produce your application

materials. Applications drafted with the assistance of AI will be automatically rejected.

Successfully shortlisted applicants will be invited to interview online via MS Teams.

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 MS Teams and would like to familiarise yourself with the platform before the interview, we are more than happy to arrange a tech run-through to ensure your comfort and confidence.

Equal opportunities, diversity & inclusion

Don't meet every single requirement? At Fight for Sight we are dedicated to building a diverse and inclusive workforce, so 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 that our charity funds. You can find these [here](#).