

Assistant Shop Manager, Kingston (Part 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 Kingston 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

Responsible for volunteers in the absence of the Shop Manager

Working hours and contract

Part time, 21 hours, 3 days per week over a seven-day flexible rota

Salary

£15,426.60 PTE (£25,711 FTE)

Location

Kingston

How to Apply

Please submit your CV and a covering letter to: recruitment@fightforsight.org.uk with subject header – Assistant Shop Manager, Kingston.

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.

Purpose of Role

The Assistant Shop Manager supports the Shop Manager in delivering a successful, well-run and community-focused charity shop. The role plays a key part in achieving income targets, maintaining operational standards, and creating a positive environment for volunteers and customers.

The postholder will lead by example on the shop floor, take ownership of delegated responsibilities, and confidently step up to manage the shop in the Shop Manager's absence.

Commerciality

- Supporting income generation and delivering strong shop-floor performance.
- Assist on the delivery of sales, Gift Aid, and income targets.
- Take responsibility for daily sales performance and proactively drive add-on sales.
- Assist with pricing, stock rotation, and merchandising to maximise income.
- Ensure high visual merchandising standards are maintained and refreshed regularly.
- Monitor best-selling lines and customer trends, feeding back insights to the Shop Manager.
- Promote Gift Aid confidently and ensure accurate processing.
- Ensure the shop is full, tidy, and commercially setup based on reporting analysis, and stock deliveries are processed in a timely manner.
- Support delivery of seasonal campaigns and promotions.
- Take ownership of specific product areas or initiatives as agreed.

Operations

- Maintaining high standards and ensuring smooth day-to-day shop operations.
- Open and close the shop in line with procedures and act as keyholder when required.
- Support safe and compliant shop operations, including health and safety checks.

- Oversee cash handling, till operations, and banking procedures as delegated.
- Ensure stock processing is efficient and back-of-house areas remain organised.
- Maintain high housekeeping standards on the shop floor and in storage areas.
- Ensure policies and procedures are followed consistently.
- Support rota coordination to ensure appropriate cover.
- Take responsibility for shop management in the absence of the Shop Manager.

People

- Provide day-to-day supervision, guidance, and encouragement to volunteers.
- Help recruit, induct, and train new volunteers.
- Create a welcoming, inclusive, and supportive team environment.
- Offer clear instructions and constructive feedback to help volunteers succeed.
- Recognise volunteer contributions and celebrate team achievements.
- Address minor issues confidently and escalate appropriately when needed.
- Encourage teamwork and shared responsibility across the shop.
- Model positive behaviours, professionalism, and Fight for Sight values.

Community

- Delivering excellent customer service and representing the charity positively.
- Provide outstanding customer service and ensure every visitor feels welcomed.
- Promote the charity's mission and impact with confidence and clarity.
- Encourage donations and engage donors positively and professionally.
- Support local events and community initiatives as required.
- Handle customer queries and feedback constructively and promptly.
- Maintain a shop environment that reflects pride in the charity and its purpose.

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

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](#).